

## Returns & Exchanges:

FIONA KAY BRAND prides itself in offering authentic, one-of-a kind, meticulously designed pieces made of unique and finest quality fabrics under the highest level of workmanship.

Our purpose is to guarantee your full satisfaction. Please let us know if you are not fully satisfied and we will happily exchange your purchase within 14 days from the date of receiving your package. We do not accept refunds.

Please note that all items returned for exchanges must be unused, unworn and in their original re-salable condition with all tags intact. All claims must be made within 7 days of receiving your order.

FIONA KAY BRAND will not accept returns with any signs of Discrepancies.

All items for exchange must be posted to:

Fiona Kay Brand Flagship Boutique

Garden City Mall,  
Thika road, Exit 7,  
P.O Box 3166-00100  
Nairobi, Kenya.  
+254715282928

## Shipping:

Orders will be processed within 3 working days of receiving the authorized payment. Orders will be shipped via courier service and shipping times will vary from country to country depending on custom clearance procedures.

We shall charge a flat rate of USD 55 for all destinations and this is excluding local customs and duty charges. Please note that VAT, customs and any import duty taxes may vary from country to country and must be settled by the customer to the courier at the time of delivery. We would recommend that you consult your local Authority for more details.