



Refund & Returns Policy

At Elsona, we want you to be completely happy with your purchase. If you have purchased an item that isn't quite right for you, we are happy to assist with an exchange, subject to the conditions below.

Returns & Exchanges

All returns and exchanges must be requested within 30 days of purchase.

Items may be:

- Exchanged for another item of the same value.

We do not offer cash refunds.

Any difference in value when exchanging an item will be payable by the customer if the replacement item is of a higher value.

Clothing & Footwear – Size Exchanges

Clothing and footwear may be exchanged for a different size within 30 days of purchase, provided that the item is:

- Unworn and unused
- In its original condition
- Free from marks, stains, odours or signs of wear
- Returned with all original tags and packaging, where applicable

Please note that we cannot accept items that have been worn or used.

General Return Conditions

To be eligible for a return or exchange, items must be returned in their original, unworn and unused condition.

Elsona reserves the right to refuse a return or exchange if an item has been worn, damaged, altered, soiled or otherwise does not meet the above requirements.

Items returned after the 30-day period will not be eligible for a return, exchange.

How to Arrange a Return or Exchange

To arrange a return or exchange, please contact us within 30 days of your purchase with your order details and the reason for the return.

Once your return has been received and inspected, we will confirm whether it meets our return conditions. If approved, we will process your exchange or issue store credit.

For online purchases, customers are responsible for the cost of returning items to Elsona.

All eligible returns will be processed as either an exchange or store credit, in accordance with this policy.