

# ShopTiga.com Return & Refund Policy

*Thanks for shopping at <https://shoptiga.com>*

If you are not entirely satisfied with your purchase, we're here to help.

## Returns

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- You have a total of 10 calendar days to return an item from the date you received it.
- To be eligible for a return, your item must be unused and in the same condition that you received it.
- Your item must be in the original packaging.
- Your item needs to have the sale receipt or proof of purchase.
- Final Sale items or items on Sale cannot be returned or exchanged
- An order can only be cancelled before it has been dispatched.
- All returns must be made via DHL and you are responsible for the shipping costs for returning your item.
- You are responsible for the delivery cost of your exchange. Once we receive your exchange request, an email will be sent to your email for the delivery cost of such exchange.
- If you would like to exchange your purchased item for another item with a higher value, the difference in cost of the exchanged item will be charged.
- If a purchased item is a limited edition, we cannot offer an exchange.
- Once you are approved for an exchange, you will be contacted via email to discuss your options.
- Your original order shipping costs are non-refundable. Only the item costs will be refunded.

## Refunds

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- Once we receive your returned item, we will inspect it and notify you that we have received it. We will immediately notify you on the status of your refund after the inspection.
- If your return is approved, we will initiate a refund to your credit card (or original method of payment) immediately.
- You will receive the credit within a certain amount of days, depending on your card issuer's policies.

# Shipping

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- Our products are shipped with DHL Express worldwide.
- Always allow two to three working days for your order to be processed and dispatched.  
NOTE: The processing time is not included in the estimated delivery time.
- Shipping rates vary depending on your delivery location.
- After your order is confirmed, delivery can be expected within 5-7 working days depending on your location. We will send you an email confirming your order(s) with all the necessary details.
- If we don't hear from you within 14 days of delivery, regarding any problems with your order(s), you are considered to have received it in full working order and without any problems.
- If your order has not been received after 14 working days, notify us as soon as possible.
- A tracking number will be provided for your orders.
- You will be responsible for paying for your own shipping costs in returning your item. Shipping costs are non-refundable.

# Contact Us

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- If you have any additional questions, please get in touch via [nfnjie@tiga.gm](mailto:nfnjie@tiga.gm).

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## SHIPPING & RETURN ADDRESS

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Djembe Resort, Kololi  
Banjul, The Gambia