



GlowLink Return & Refund Policy

Last updated: 01/02/2025

At GlowLink, we strive to create a trusted marketplace that connects beauty enthusiasts with independent brands and entrepreneurs. Please note that GlowLink operates as an online marketplace and does not directly own, stock, or ship products listed on our platform. All products are sold and fulfilled by third-party sellers.

However, we are committed to ensuring you have a positive shopping experience. Below you'll find details about our return and refund process.

1. Return Eligibility

- Customers may request a return if:
 - The product received is damaged, defective, or incorrect.
 - The product was not as described on the product listing.
 - The product was delivered past the expected delivery timeframe without prior notice.
 - You notify GlowLink within 7 calendar days of receiving your order.

NOTE: For hygiene and safety reasons, we do not accept returns on opened or used beauty products unless they are damaged or defective.

2. How to Request a Return

1. Email us at: [✉ info@glowlink.co.za](mailto:info@glowlink.co.za)
2. Subject line: Return Request – [Your Order Number]
3. Include the following in your email:
 - Full Name

- Order Number
- Product Name(s)
- Reason for Return
- Clear photos of the product and packaging (if damaged or incorrect)

3. Return Process

- Once we receive your request, we will review it and liaise with the seller on your behalf.
- If the return is approved, the seller will provide instructions for returning the product.
- The customer is responsible for safely packaging the product for return.
- Products must be returned in their original packaging, unused (unless defective), and in resalable condition.

4. Refunds

- Once the seller receives and inspects the returned product, your refund will be processed.
- Refunds will be issued via the original payment method, unless otherwise agreed.
- Please allow 7–14 working days for the refund to reflect after approval.

5. Non-Returnable Items

- Opened, used, or tampered products (unless defective).
- Products listed as non-returnable on the product page.
- Products damaged due to misuse or neglect.

6. Disputes or Seller Non-Response

If a seller fails to respond or resolve your issue within a reasonable timeframe, GlowLink will step in to facilitate a resolution.

Email:  info@glowlink.co.za

7. Need Help?

If you have any questions about our return policy or need assistance with your order, please contact us at:

 info@glowlink.co.za

 www.glowlink.co.za