

Anahata accepts the return of goods purchased on our website only if they are unused and in their original condition & packaging. Goods must be returned within 3 days from the delivery date.

Damages and issues

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and rectify it.

Unfortunately, we cannot accept returns on sale items or gift cards.

Exchanges

No exchanges, unless otherwise agreed via email. Please contact us at info@anahataza.co.za to request

Should you wish to return your item/s we will issue a full refund based on the price you paid for the item/s less the courier collection fee of R80. Please note that you will be responsible for the courier collection fee when making a return.

A full refund will be made via bank transfer.

Please [Contact Us](#) with your full name, order number and the item/s you would like to return so we can open a ticket for a return request and book our couriers to make a collection from you. (The cost of R80 will be deducted from your credit/ refund amount for the courier to collect)

Once we have received your return, in good condition, it will be processed within 24 hours. Depending on your bank it may take up to 48 hours (excluding weekends & public holidays) to reflect in your account once we have processed the payment on our side.