

Returns Policy

It is our mission to deliver quality garments with great service.

We want you to love your purchase, so let us know if it is not what you expected and we will work with you to make it right.

Our dresses are made to order especially for you, so we can only do refunds on defective or damaged garments. Please make double sure of the size, style and color you want. We are always on the other end of an email or phone line if you have questions.

However if your dress is defective, damaged or not the quality you expected, we will replace it at our own cost.

If you ordered the wrong size or change your mind when you receive it, let us know and we can make a plan together to get it fixed.

Our guarantee is a handshake, a promise that we'll be fair to each other. Our clothes are made with love and we aim to serve in the same way.

If you are unhappy, please email us within 7 days at info@jacobaclothing.co.za or phone us on 021 914 0288