



Cancellations

Cancellations by Douge Couture

Douge Couture has a right to cancel or refuse the order for any reason. Some situations that may result in your order being cancelled include limitations on quantities available for purchase, inaccuracies or errors in product or pricing information, or problems identified by our credit and fraud avoidance department. We may also require additional verifications or information before accepting any order. We will contact you if all or any portion of your order is cancelled or if additional information is required to accept your order. If your order is cancelled after your credit card has been charged, the said amount will be reversed back in your Card Account.

Cancellations by You

In case of requests for order cancellations, Douge Couture reserves the right to accept or reject requests for order cancellations for any reason. For you to cancel an order, there is a time period of 24 hours from the time you place the order. As part of usual business practice, if we receive a cancellation notice and the order has not been processed / approved by us, we shall cancel the order and refund the entire amount with-in 15-20 working days.

We will not be able to cancel orders that have already been processed.

Douge Couture has the full right to decide whether an order has been processed or not. You agree not to dispute the decision made by Douge Couture and accept Douge Couture decision regarding the cancellation.