

Exchange & Return

HOW CAN I RETURN AN ITEM ORDERED ON THE WEBSITE?

You have **14 days** from receipt of the merchandise to notify us of your intention to return a product and the reason for the return.

Just go to the "My Account" section and:

1. Select the relevant order and the product(s) to be returned or exchanged, and indicate the reason for the return.
2. Confirm your request.
3. Print your return slip, which must **be included in your return package**.

WERE YOU DELIVERED IN NEW CALEDONIA?

CDDL shares the return shipping cost **only for returns within New Caledonia**. A **300 XPF** fee will be deducted from the refund or credit note.

For exchanges, **returns are completely free**.

For international orders, **return shipping costs are your responsibility**.

CAN I EXCHANGE A PRODUCT?

Yes, **exchanges are possible depending on stock availability**.

- If the replacement item is **more expensive**, you'll need to pay the difference.
- If it's **less expensive**, you will receive a **credit note** for the difference.

WHICH PRODUCTS CAN BE RETURNED?

All products on the website can be returned **unless otherwise stated**.

Returned products must be:

- Intact
- In perfect condition
- In their **original packaging**
- Not worn or used
- Free from **any damage**, even minimal
- Spotlessly clean

Any damaged, incomplete, or poorly packaged item **will not be refunded or exchanged**.

If CDDL **did not make a mistake** in your order, return shipping is at your expense. In that case, contact customer service to notify them and get return instructions.

WHAT IS THE DEADLINE TO MAKE A RETURN?

You have a **legal period of 14 calendar days** from receipt of your order to initiate a return.