

Return Policy

Thanks for shopping at DAYO Women. We aim to provide the highest level of customer service. If you are not entirely satisfied with your purchase, we're here to help.

You have 30 calendar days to return an item from the date you received it. To be eligible for a return, your item(s) must be unused and in the same condition that you received it. Your item must be in the original packaging with receipt or proof of purchase when returned.

To return your online order, follow these steps:

1. Place your new and unused garment in its original package.
2. Insert the original receipt or proof of purchase in the box.
3. Reseal the box.
4. Send the box through your preferred method

It will take 5–7 business days for your return to be received. The full amount will be credited back to your original payment method.

International orders are non-refundable and ship from the United States. Shipments leaving the U.S. and entering a foreign country are subject to the taxes and duties as determined by customs in the destination country.

Refunds

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item. If your return is approved, we will initiate a refund to your credit card (or original method of payment). You will receive the credit within a certain amount of days, depending on your card issuer's policies. Please note that it can take up to 15 days from when the return is processed to appear on your bank statement.

Shipping

You will be responsible for paying for your own shipping costs for returning your item.

Contact Us

If you have any questions on how to return your item to us, contact us at 413-544-6021 or email: customerservice@dayowomen.com

We are open 7 days a week; 8AM – 1PM 4-8PM EST

Exchanges

We are unable to automatically process an exchange. Please follow the return process and place a new order at your leisure.

Pre-Orders

We strive to provide women with the latest from DAYO, which we make available for pre-order, allowing our customers to purchase and reserve their desired styles before they are available to ship. Preorder will be shipped and customer notified within 30 days of purchase.