**🔄 Returns & Refunds Policy**

**Last updated: 04.08.2025**

We want you to love your handmade jewelry! If something’s not quite right, please review our returns policy below.

**💬 Contact Us First**

If you have a problem with your order, please contact us at [**lilivagasi@hotmail.com**](mailto:lilivagasi@hotmail.com)within **7 days of delivery**. We’ll do our best to resolve it quickly.

**✅ Returns Eligibility**

We accept returns or exchanges **only under the following conditions**:

* The item is **damaged** or **defective**
* You received the **wrong item**

To be eligible for a return:

* You must contact us within **7 days of receiving the item**
* The item must be **unused**, in its **original packaging**
* Proof of purchase is required (order number or confirmation email)

**🚫 Non-Returnable Items**

Because each item is handmade, we do **not** accept returns or refunds for:

* **Change of mind**
* **Custom or personalized orders**
* **Sale items** (final sale)

**📦 Return Process**

If your return is approved, we’ll provide return instructions.

* You must ship the item back within **14 days** of approval
* You are responsible for return shipping costs unless the item is faulty

We recommend using tracked shipping, as we are not responsible for lost returns.

**💰 Refunds**

Once we receive and inspect the returned item, we’ll notify you by email.

* Approved refunds will be issued to your **original payment method**
* It may take up to **10 business days** to appear, depending on your bank

**🔄 Exchanges**

If your item arrives damaged or incorrect, we’re happy to offer a **replacement** or **exchange**, subject to availability.

**📩 Still Have Questions?**

Contact us at **lilivagasi@hotmail.com** or via our Contact Form for any return-related questions.

Thank you for supporting small-batch, handmade craftsmanship 💛