

## **REFUND AND RETURNS POLICIES**

### **RETURNS**

Our jewellery is handmade, and this means occasionally our jewellery might come with a blemish, or due to a rough delivery, be broken. But don't worry! You can return it two weeks prior to the delivery and receive a new product.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

There are a few products that, unfortunately, cannot be returned. These include:

- Gift cards
- Sale items

To complete your return, we require a receipt or proof of purchase.

Once it has been approved, we will send you an email stating that it has been approved and a courier will go to your house to pick it up. If you are receiving a refund, the cost of return shipping will be deducted from your refund.

If you are returning more expensive items, you may consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

### **REFUNDS**

We know you'll love your Olivia's Design but in the rare event that you don't, you may return it no more than two weeks prior to the delivery. Once your return is received and evaluated, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

### **LATE OR MISSING REFUNDS**

If you haven't received a refund yet:

1. Check your bank account again.
2. Contact your credit card company, it may take some time before your refund is officially posted.
3. Contact your bank. There is often some processing time before a refund is posted.

If you've done all this and you still have not received your refund yet, please contact us at [oliviasmallie@outlook.com](mailto:oliviasmallie@outlook.com)