

Return and Exchange Policy

1. General Return and Exchange Policy We offer a 30-day return or exchange policy on all purchases. If you are not satisfied with your purchase, you may return or exchange the item within 30 days of the delivery date, provided the following conditions are met:

- The item is in its original, unworn condition with all tags attached.
- The item is returned in its original packaging.
- A valid proof of purchase (receipt or order confirmation) is provided.

2. Return Process To initiate a return, please follow these steps:

- Contact our chatbot via our website or app with your order details.
- The chatbot will guide you through the return process and generate a Return Authorization (RA) number.
- Pack the item securely and include the RA number inside the package.
- Ship the package using a trackable shipping method.
- Once received and inspected, refunds will be processed within 7-10 business days.

3. Exchange Process If you wish to exchange an item for a different size, color, or style:

- Follow the return process outlined above using our chatbot.
- Place a new order for the desired item.
- Refunds for returned items will be issued separately once the original item is received and inspected.

4. Non-Returnable Items The following items are not eligible for return or exchange:

- Items marked as "Final Sale."
- Gift cards.
- Personalized or custom-made items.
- Used or damaged items that are not due to manufacturer defects.

5. Refund Policy

- Refunds will be issued to the original payment method.
- Shipping costs are non-refundable unless the return is due to a manufacturing defect or an error on our part.
- If the original payment method is no longer available, store credit will be issued.

6. Damaged or Defective Items If you receive a damaged or defective item:

- Contact our chatbot within 7 days of delivery and provide photos of the damage.
- A replacement will be sent at no additional cost or a full refund will be issued.
- We may request the return of the damaged item before issuing a refund or replacement.

7. Payment Policies

- We accept major credit/debit cards, PayPal, and other payment methods as listed at checkout.
- Orders are charged at the time of purchase.
- In case of a refund, the amount will be credited back to the original payment method within 7-10 business days.