

# What is Pietra's return/exchange policy?

group: Warehousing, Shipping & Fulfillment

Check out [this page](#) for our full return/exchange policy!

Some highlights below:

Pietra's return policy varies depending on the sales channel from which the order was placed.

If the order was placed from Pietra's Creator Marketplace, free return shipping is offered to all customers. To return one or more items from an order, all of the following conditions must be met:

- The return must be requested within 30 calendar days of the delivery date.
- The item must be in its original, unused, unaltered and unwashed condition.
- The item must be returned with the tags and packaging in their original condition.

To initiate a return, please contact our Customer Care team ([orders@pietrastudio.com](mailto:orders@pietrastudio.com)) to assist you.

Our team will provide you with a prepaid return label and return instructions associated with the order.

If the order was placed from a connected sales channel, Creators will be responsible for customer support pertaining to all orders placed outside of Pietra's Creator Marketplace. Pietra will facilitate any desired outcome as indicated by the Creator after a warehouse ticket is submitted from within the Creator Hub. Pietra will not correspond with customers directly if their order was placed via a third party sales channel.

All refunds associated with sales outside of Pietra's Creator Marketplace should be processed by the Creator.

Pietra is happy to support with any issues pertaining to lost, missing or damaged products within 30 days of the order(s) being fulfilled. Be sure to Submit a Warehouse Ticket on the relevant order from within the Fulfillment tab so that these issues can be handled promptly.

Pietra will handle and accommodate for any *shipping issues* associated with a customer order, regardless of sales channel.