

## REFUND POLICY

### Returns

Our policy lasts 14 days. If 14 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

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.

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

Please do not send your purchase back to the manufacturer.

There are certain situations where only partial refunds are granted (if applicable)

Any item not in its original condition, is damaged or missing parts for reasons not due to our error

Any item that is returned more than 14 days after delivery

### Refunds (if applicable)

Once your return is received and inspected, 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 applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

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

If an item is returned back to us because of an invalid address or unsuccessful delivery attempts, we cannot guarantee a free reship as it depends on the items ordered. There may be a new shipping fee to pay and we would require an updated address. If something is returned, we can credit you back for the item(s) if you prefer, but the shipping cost would be non-refundable.

### Discount and Promo Codes

Note that if you forgot to use a discount code on something that was for a dollar amount off, or percentage savings, we cannot refund any money that you would have saved if you remembered to use it. The only exception where we can assist is if the discount code was going to provide you a 100% free digital download item along with your purchase--those we can send you if you email us.

### Cancellations

Because approximately 95% of our items are made-to-order, they are automatically sent to a production queue immediately upon confirmation of your order. If you placed an order with us, we are not able to cancel it and process a refund before you have received it. If you wish to have a refund, we must be notified within 30 days of your purchase date, and we'll walk you through the steps of how to ship it back to us once you receive it (note: items must be unused, unopened, and in their original packaging to be accepted as a return).

### Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

### Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at [sales@edithbernadette.com](mailto:sales@edithbernadette.com) to request details on where to mail your items and how to complete this process.

#### Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he will find out about your return.

#### Shipping

To return your product, be sure the above listed guidelines apply, and send us an email at [sales@edithbernadette.com](mailto:sales@edithbernadette.com) to request details on where to mail your items and how to complete this process.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over , you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

Edithbernadette shop is not responsible for delayed shipping due to orders being held by customs.

**\*\*We are not responsible for international taxes\*\***