

SEW LUXURY Return Details

You may return your order for a refund or exchange. Return merchandise must be postmarked or returned within 30 days from the date of delivery, provided that the item is eligible. **To initiate your return, email your order number and reason for return.** See Return Eligibility below.

- Eligible reasons for return: Damaged/defective products, incorrect size, or incorrect order.
- Items must be unused and in saleable condition, with all original tags, accessories and instruction cards attached.
- Items that have been damaged, soiled or altered will not be accepted for return.
- Orders shipped to a U.S. address must be returned from within the U.S.
- Before ordering please consider delivery delays that are out of our control. For more details on our parcel partner visit <https://www.usps.com/> to view the latest alerts.
- Upon reception, your return will be processed within 7 to 10 business days, and you will receive a confirmation email at that time.
- Refunds must be issued to the original form of payment.
- Please note that once a refund is issued, it may take 10-15 days for the funds to be available in your account, depending on your financial institution.
- Shipping charges incurred at the time of purchase are non-refundable. You can check the status of your return at any time in your account or by contacting us via [email](#) or [text](#).
- Due to the intimate nature of personalized orders, these products are not eligible for return as they are made to order. If items are eligible a replacement will be issued.
- For local orders only [email](#) or [text](#) to return in person.