



REFUND & RETURN POLICY

1. Overview

At Angie's Art, we are committed to providing our customers with high-quality products and exceptional customer service. If you are not completely satisfied with your purchase, we are here to help.

2. Returns

- **Eligibility:** 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.
- **Time Frame:** You have 15 calendar days from the date of purchase to return an item.
- **Process:** To initiate a return, please contact us at crisanyelis@gmail.com with your order number and reason for return. We will provide you with instructions on how to return your item.

3. Refunds

- **Inspection:** Once we receive your item, we will inspect it and notify you that we have received your returned item. We will also inform you of the approval or rejection of your refund.
- **Approval:** If your return is approved, we will initiate a refund to your original method of payment. The refund will be processed within a certain amount of days, depending on your card issuer's policies.
- **Non-Refundable Items:** Accessories (including towels, bags, flip-flops, jewelry, etc.), swimwear, and personalized/custom items are non-refundable.

4. Exchanges

- **Damaged or Defective Items:** If you receive a damaged or defective item, please contact us immediately at crisanyelis@gmail.com with your order number and details of the product. We will arrange for a replacement to be sent to you at no additional cost.



5. Shipping Costs

- **Customer Responsibility:** 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.
- **Shipping Damage:** If the item was damaged during shipping, we will cover the return shipping costs.

6. Late or Missing Refunds

- **Processing Time:** If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, as it may take some time before your refund is officially posted.
- **Contact Us:** If you've done all of this and you still have not received your refund yet, please contact us at crisanyelis@gmail.com

7. Contact Us

If you have any questions about our Refund & Return Policy, please contact us at:

Angie's Art

crisanyelis@gmail.com