

Juliet Sewing Factory Return Policy

Date Effective: July 30, 2024

Company Information: Juliet Sewing Factory

Email: juliet@julietsewingfactory.com

Website: julietsewingfactory.com

Return Period: We accept returns within 7 business days from the date of package delivery.

Eligibility Criteria: To be eligible for a return, items must be unused and have original tags attached. Original packaging is not required. Please note, there are no exceptions (e.g., sale items, personalized products, perishable goods).

Process for Returning Items:

1. To initiate a return, please email us at juliet@julietsewingfactory.com within the 7-day return period.
2. Ensure you include your order number or receipt for the return.
3. Returns should be mailed to us at the address provided in the return authorization email.

Refund Policy:

- Refunds will be issued to the original payment method.
- Please allow 5-7 business days for the refund to be processed.
- Items are non-refundable after 7 business days from the date of delivery.

Exchange Policy:

- Items can be exchanged within 7 days of delivery. The item must be unused with original tags attached.
- To initiate an exchange, email us at juliet@julietsewingfactory.com with your order number or receipt.
- All shipping fees for exchanges are the responsibility of the customer.

Damaged or Defective Items:

- If you receive a damaged or defective item, please email us at juliet@julietsewingfactory.com with photos of the damaged item within 7 days of receipt.
- Issues must be reported within 7 days of receiving the item.
- Please include photos of the damage in your email.

Shipping Costs:

- The customer is responsible for return shipping costs.
- We do not provide prepaid return shipping labels.

International Returns:

- We do not accept returns on international orders.
- There are no additional fees or restrictions for international orders.

Contact Information: For any return or customer service inquiries, please contact us at juliet@julietsewingfactory.com.