

# Trendyholm Creations Refund & Return Policy

*Carefully review your shipping and billing information for accuracy before submitting your order. Once an order has been placed, it cannot be changed or cancelled without contacting me at [trendyholm@gmail.com](mailto:trendyholm@gmail.com) before I've shipped the order.*

## **IMPORTANT NOTICE CONCERNING REFUNDS:**

As soon as you return your item and it's received into the system, I will send a direct deposit to the email of your choice. Please note that while the funds are instantly deducted from my account, some banks may take 1-3 business days till you see this, but I am notified the moment it is received on your end, and am happy to provide proof of deposit upon request.

Refunds are not provided for shipping or freight charges on any orders or returns.

## **GENERAL RETURN POLICY:**

Some products may qualify for exchange or replacement for 30 days from the date your order ships. Please email me [trendyholm@gmail.com](mailto:trendyholm@gmail.com) to confirm and process your return. The product must be in its original condition, unused and in its original packaging. If the product is not received in its original condition, a service charge of 20 percent of the order will be deducted from your refund. This policy applies to domestic orders only.

Returns other than for exchange or replacement will be assessed a fee of 10 percent of the order which will be deducted from your refund. I do not accept returns or exchanges on any products after 30 days from the date your order ships.

If you would like assistance in returning an item, please contact me [trendyholm@gmail.com](mailto:trendyholm@gmail.com) . I will be happy to walk you through the return process.

*Clearance items are NOT eligible for return*

## **RETURN POLICY FOR FOOD and FOODSTUFFS (including TEA):**

I cannot accept returns or exchanges for food, foodstuffs or tea. All food, foodstuffs and tea purchases are final.

## **RETURN POLICY FOR CUSTOM and PERSONALIZED PRODUCTS:**

Custom-made and Personalized Products do not qualify for free returns or exchanges. Please contact me [trendyholm@gmail.com](mailto:trendyholm@gmail.com) if you have any concerns with the finished product.

### **Return Packaging**

I will need the original packaging to be intact. Returned items in marked or damaged boxes may be refused by the post office or myself. To avoid this, carefully wrap your return item and pack securely in a box to ensure its safety during the shipping process. I apologize for any inconvenience this may cause.

### **Undeliverable and Refused Packages**

If a delivery is refused for any reason or considered undeliverable due to an invalid shipping address, you will be charged a penalty that may include, but not limited to extra shipping charges. Please proofread your order information before finalizing.