



# Exchange & Refund Policy



## 1. Exchanges

- **Eligibility:** Items may be exchanged within 14 days of purchase with proof of receipt.
- **Condition:** Products must be unused, unwashed, and in their original packaging.
- **Process:**
  - Contact our studio via email or phone to request an exchange.
  - Return the item to our studio address.
  - Once received and inspected, we'll issue a replacement or store credit.

## 2. Refunds

- **Eligibility:** Refunds are available within 14 days of purchase for defective or incorrect items.
- **Condition:** Items must be returned in original condition with proof of purchase.
- **Process:**
  - Submit a refund request through our customer service channel.
  - Approved refunds will be processed to the original payment method within **7–10 business days**.

## 3. Non-Refundable Items

- Customized or personalized products (e.g., branded apparel, digital designs, signage with client logos).
- Clearance or final-sale items.

## 4. Shipping Costs

- Customers are responsible for return shipping unless the item is defective or incorrect.
- Original shipping fees are non-refundable.

## 5. Contact Information

For all exchange or refund requests, please reach out to:

[support@ivydesignsstudio.com](mailto:support@ivydesignsstudio.com)

(XXX) XXX-XXXX