**Refund and Return Policy**

**Refund Policy**

Eligibility: Refunds are available for items that are damaged, defective, or not as described. To be eligible, the item must be unused and in the same condition that you received it, with all original packaging and tags intact.

Request a Refund: To initiate a refund, please contact us at [your contact email] within 14 days of receiving your order. Include your order number and a description of the issue.

Processing Refunds: Once your return is received and inspected, we will notify you of the approval or rejection of your refund. If approved, the refund will be processed, and a credit will automatically be applied to your original method of payment within 7-10 business days.

Non-Refundable Items: Custom or personalized items, gift cards, and sale items are not eligible for refunds.

**Return Policy**

Eligibility: Returns are accepted for items in their original condition, unworn, unused, and with all tags and packaging intact. Returns must be initiated within 14 days of receiving your order.

Request a Return: To initiate a return, please contact us with your order number and reason for the return. We will provide you with a return shipping label and instructions on how to send your item back.

Return Shipping: Customers are responsible for return shipping costs, unless the return is due to a damaged or defective item. We recommend using a trackable shipping service or purchasing shipping insurance, as we cannot guarantee that we will receive your returned item.

Processing Returns: Once your return is received and inspected, we will notify you of the approval or rejection of your return. If approved, a credit will be applied to your original method of payment or a store credit will be issued, as per your preference.

Exchanges: If you wish to exchange an item, please initiate a return for the original item and place a new order for the desired item. Exchanges are subject to availability.

Non-Returnable Items: Custom or personalized items, gift cards, and sale items are not eligible for returns.

Contact Information

For any questions or concerns regarding our refund and return policy, please contact us at info@thedecorproject.com.