

# Return Policy

## Our Return Policy

### Available Now Products

As long as all items I offer are brand new and if not unique, they are crafted in a very small series, refund in the sense of exchange is not always possible.

Once you received the item and if it didn't fit, you will have 3 days from the time you received the item to contact us and let us know that you will be shipping it back.

Wait for us to acknowledge your notice via email (normally no longer than 1-2 business days). If you simply ship back the item without notifying us and getting our acknowledgment we will refuse your refund.

The sweater must be shipped back within 5 days from the date of its receipt at your expense. You must ship it back with Delivery Confirmation and provide us with the tracking number.

You will receive your **full refund less shipping charges** once we receive the sweater back. You will know when the sweater has arrived back to us by sending it with Delivery Confirmation.

We reserve the right to refuse refund if the sweater arrives damaged.

### Made To Order Products

Made to Order orders are custom tailored garments made specifically to your measurements. We will closely work with you to ensure that we have correct measurements after you place your order. Once we start working on your order we would not be able to refund your payment or accept a return once item is delivered to you.

We hope that you find this policy to be fair to you and us.

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