

Refund Policy

All sales are final. We accept returns, for refund or exchange, only for items which may have been damaged in transit.

Refund and Exchanges

To be eligible for a refund or exchange, you must first email us within 5 days of receiving your item at jewelzbyjewelia@gmail.com to alert us of the damage, then return the damaged item to us. Upon receipt of the damaged item we will ship out a replacement, if available. If a replacement is not available we will refund the full purchase price of your item.

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your replacement or refund will be process and credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or Missing Refunds (if applicable)

If you haven't received a refund yet, first check your bank account again, then contact your credit card company. It may take some time before your refund is officially posted. Next, contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at jewelzbyjeweliz@gmail.com.

Exchanges (if applicable)

We only replace items if they are damaged. Exchanges for damaged items are only able to be exchanged for "like kind" items (i.e. small aura crystal comb for another small aura crystal comb with the same aura crystals). If no other like kind item exist, then a refund will be issued unless otherwise approved by Jewelz By Jewelia. If you need to exchange your item for an item of the same type, send us an email at jewelzbyjewelia@gmail.com and return the item to us.

Shipping

To return your product, you should contact us prior to shipping the item.

You will be responsible for paying for your own shipping cost to return your item. However, upon approval of refund, we will refund the full price which you initially paid for the item in question, including any tax and/or shipping cost.

Depending on where you live, the time it may take for your exchanged item to reach you may vary.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We do not guarantee that we will receive your returned item.

Lost or Stolen Packages

Jewelz By Jewelia is not responsible for lost or stolen packages confirmed to be delivered to the address entered for an order. Upon inquiry, Jewelz By Jewelia will confirm delivery to the address provided, date of delivery, tracking information and shipping carrier information for the customer to investigate.