

Eliza Bond Refund policy

Eliza Bond has a 30-day return policy, if the item is returned within 14 days of purchase you are eligible for store credit, exchange or a refund. If returned after 14 days, you will be issued with store credit. **All returns will need to be paid for by the customer.**

To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

To start a return, you can contact us at juliejemcraft@msn.com. If your return is accepted, we'll send instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted.

You can always contact us for any return question at juliejemcraft@msn.com

Damages and issues

Please inspect your order when it arrives with you and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.

Exceptions / non-returnable items

We cannot accept returns on sale items or gift cards.

Exchanges

The best way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

Refunds

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process and post the refund to you.