



tutejido.com

Rompe el molde, teje tu historia.

Reshipment and Refund Policies

At tutejido.com, we work to make you feel happy and secure with every purchase. Our knitted garments are made with detail and care, but if something doesn't go as expected, these are our reshipment and refund policies:



Reshipments

Did you not receive your order or did it arrive incomplete? We can reship your product in the following cases:

1. Product not received:

- If more than 10 business days have passed since shipment and your order has not arrived, please write to us at tutejidocolombia@gmail.com with your order number.
- We will follow up with the shipping company. If a loss is confirmed, we will reship it at no additional cost.

2. Wrong or incomplete product:

- If you receive the wrong garment or an item is missing, please contact us within 3 calendar days of receiving the package.
- We will send you the correct product free of charge and arrange for the collection of the product delivered in error (if applicable).



Refunds

Did your order arrive damaged or have manufacturing defects? You can request a refund in the following cases:

1. Product with manufacturing defects:

- You must notify us within 3 days of receiving the product.
- Send us photos and a brief description of the problem to tutejidocolombia@gmail.com
- If the defect is verified, you can choose between:
 - Full refund.
 - Exchange for another item of the same value.
 - Voucher to use with your next purchase.

2. Conditions for applying for a refund:

- The product must be unused, unwashed, and in its original packaging.
- No refunds are issued for damage caused by misuse or improper washing.



Returns are not accepted for:

- Change of mind.
- Used or washed garments.
- Incorrect sizes selected by the customer (although we can help you exchange them if available).



Processing Times

- Case analysis may take up to 3 business days.
- If the refund is approved, the money will be reflected in your payment method within 5 to 10 business days.



Need help?

Write to us at tutejidocolombia@gmail.com. We are here to help you with care and responsibility. 