

# Returns & Refunds Policy

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We want you to be happy with your purchase from Volante Creations. If something isn't right, this policy explains how returns and refunds work.

## 1. Returns

If you change your mind, you may return an item within **14 days** of receiving it, provided that it is:

- Unused
- In its original packaging
- In the same condition you received it

To request a return, please contact us via the contact form on our website with your order number.

You are responsible for the cost of the return postage for change-of-mind returns.

## 2. Refunds

Once we receive and inspect the returned item, we will notify you whether your refund has been approved or rejection.

If approved, your refund will be issued to your original payment method within **14 working days of receiving the returned item or proof of return**.

For eligible returns, we will refund:

- The item price
- The cost of **standard delivery**

Please note:

- Any **upgraded or express delivery charges are non-refundable**
- Refunds may be reduced if the item shows signs of use or damage beyond what is necessary to inspect it

## 3. Exchanges

We do not currently offer direct exchanges.

If you would like a different item, please return your original item in line with the policy and place a new order.

## 4. Non-Returnable Items

We cannot accept returns for:

- Items damaged due to misuse or not following care instructions
- Items returned more than 14 days after delivery

## 5. Faulty or Damaged Products

If your product arrives damaged or faulty, please contact us **as soon as possible and ideally within 7 days of delivery** providing:

- Your order number
- A photo of the damaged item
- A photo of the packaging, **including the shipping label**

**If the parcel appears damaged on arrival, please take photos of the parcel and label *before opening it.***

Once we have received this information, we will offer you **either a replacement or a full refund**, depending on your preference.

We may ask for the item to be returned, although in many cases this will not be necessary.

Any replacement or refund will be provided at no cost to you.

## 6. Return Shipping Costs

- If the item is faulty, damaged, or we have made an error → **we cover the return postage costs.**
- If you are returning an item because you have changed your mind → **you are responsible for the return postage costs.**

## 7. Partial Returns

If only part of an order is returned, a refund will be issued **only for the returned item(s).**