

# Return & Exchange Policy

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Thank you for shopping with us! We strive to ensure you are completely satisfied with your purchase. If for any reason you are not happy with your order, we offer a straightforward return and exchange process.

## Return Eligibility:

Items can be returned within 30 days of the delivery date.

The item must be unused, unwashed, and in its original condition with all tags attached.

Certain items such as final sale items, personalized items, and underwear are not eligible for return or exchange.

Return requests must be made through our customer service team to initiate the process.

## How to Return an Item:

Contact Us: Email us at [mytharie.mt@gmail.com](mailto:mytharie.mt@gmail.com) to request a return authorization. Include your order number, the item(s) you wish to return, and the reason for the return.

Return Authorization: Once we process your return request, we will send you a Return Authorization (RA) number along with detailed instructions for sending your item back.

Ship the Item: Carefully pack the item(s) in their original packaging, ensuring they are secure during transit. Please include the RA number and a copy of your proof of purchase.

Return Shipping: Customers are responsible for return shipping costs unless the item was defective or there was an error on our part. We recommend using a trackable shipping service to ensure the return is received.

## Refunds:

Once your return is received and inspected, we will process your refund to your original payment method within 5–7 business days.

You will receive a notification when your refund has been issued.

Please note that shipping charges are non-refundable unless the item is defective or was an error on our part.

## Exchanges:

If you would like to exchange an item for a different size or color, please follow the same steps as for returns. After receiving your returned item, we will send out your exchange at no additional cost (subject to item availability).

#### Defective or Damaged Items:

If your item arrives defective, damaged, or incorrect, please contact us within 7 days of receiving the item. We will provide a prepaid return label for you to send the item back, and we will either issue a refund or send you a replacement, depending on your preference and product availability.

#### Non-returnable Items:

The following items are not eligible for return or exchange:

Gift cards

Personalized products

Opened or used health and beauty products

Final sale items

#### International Returns:

For international orders, please be aware that the customer is responsible for return shipping costs and any duties or taxes that may apply.

#### Contact Us:

If you have any questions or need assistance with a return or exchange, please don't hesitate to reach out to us