

Love it OR RETURN IT *GUARANTEE.*



At Tinkeredby we take pride in the quality of our Artisan's handmade designs and we want you to fall in love and stay in love with our products. Our customer friendly return policy — offering free returns & exchanges — ensures our customers are always delighted with their purchases.

CUSTOMER RETURN POLICY

Free & Easy!

If you are not completely satisfied with your purchase, you are welcome to return or exchange on any unworn items in resalable condition. With accompanying proof of purchase, we will refund or exchange within 90 days of purchase. We are happy to provide you a;

Cash Refund > within 30 days

Store Credit > within 90 days.

ADDITIONAL RETURN POLICY DETAILS

The type of remedy we offer will depend upon the circumstances. We may arrange to replace the product (subject to availability), provide you with a full refund or a store credit.

Causes for return

- Items returned must be in 'as-new' condition. This means you have not used, damaged, washed or laundered. Please return items secured in their original packaging if possible.
- Unfortunately, and despite our best efforts, items are occasionally damaged in transit. If you notice that an item is damaged when it is delivered to you, please contact us within 2 days of delivery with clear digital photos showing the damage.
- If your Tinkeredby item has a defect in construction, Tinkeredby will provide a replacement within 90 days of the original shipment date, with accompanying proof of purchase, at no additional cost to you.
- Our rights: We reserve the right to refuse a refund in cases where we deem damage to a product to be due to fair wear and tear, misuse, failure to use in accordance with manufacturer's instructions or failure to take reasonable care.
- Final Sale items cannot be returned or exchanged.

- Lost items or items damaged due to normal wear and tear are not covered under our replacement policies.
- Please see our product info for tips on how to keep your Tinkeredby items in top condition.
- Any unworn items purchased with Tinkered by Rewards, can be refunded for Store Credit within 90 days. Any unworn items purchased with your 50% off credit can be refunded to your original form of payment for 30 days or to Store Credit for 90 days.
- When purchasing items from a Sample Sale or from an Ambassador table at a Trunk Show with cash or check, please follow up directly with your Stylist. Unfortunately Tinkeredby Customer Support will not be able to assist you.
- When Ambassadors sell items off of their table the Love it or Return it Guarantee may not apply and this policy will vary with individual Ambassadors.

30 Day Returns

For returned unworn items received in resalable condition within 30 days of the original shipment date, you can receive a refund for the original price paid, with the same payment method used on the order including the return shipment cost. After 30 days, you will be issued Tinkered by credit for the original price paid.

90 Day Returns

If you return or exchange an unworn item within 90 days and choose to be refunded in the form of Tinkeredby credit, you will receive Tinkered by credit for the original price paid plus the additional amount to cover the shipping and handling charges on a future order. Original shipping charges are non-refundable.

3 EASY STEPS ON HOW TO RETURN YOUR PRODUCT

Step 1. Contact us @ info@tinkeredby.com; let us help you work out the best option. Please include your name, order number, date of purchase and any photographs showing broken or faulty products.

Step 2. Return the product, with accompanying documentation, to;

Tinkered by c/o Promtel,
Unit 2/42 Carrington Rd,
Castle Hill 2154.

Step 3. As soon as Tinkeredby receives your returned items, we will promptly contact you and process your return, exchange or refund. Please allow up to 5 business days for us to process your return; you will see your refund payment within 10 business days depending on your issuing bank and/or billing cycle. We'll send you an email confirmation when your refund has been processed.