

Returns Policy for Hilart Studio

Effective as of 9th February 2024

Thank you for shopping at hilart studio. Due to the handmade nature of our products, they cannot be returned, unless defective. If you are not entirely satisfied with your purchase, we're here to help. Our products can be returned within 14 days of the original purchase of the product. Before you return a product, please make sure that:

- The product was purchased in the last 14 days.
- The product is in its original packaging.
- The product isn't used or damaged.
- You have the receipt or proof of purchase.

Products that Cannot be Returned

Please note that we do not accept returns of custom-made items.

Initiating a Return

To initiate a return, please contact us with your order number and details about the product you would like to return. We will respond quickly with instructions on how to return items from your order.

Contact Us

If you have any questions about our Returns Policy, please contact us:

- By email: returns@hilartstudio.com
- By visiting our website: <https://www.hilartstudio.com>

Shipping Charges

Shipping charges incurred in connection with the return of a product are non-refundable. You are responsible for paying the costs of shipping and for the risk of loss of or damage to the product during shipping, both to and from hilart studio.

Damaged Items

If you received a damaged product, please notify us immediately for assistance.

Sale Items

Unfortunately, sale items cannot be refunded. Only regular priced items can be refunded