

# LA CHELITA MAKES RETURN POLICY

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Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for a product exchange or equal store credit. Please see below for more information on our return policy.

## RETURNS

All returns must be postmarked within 30 days of the purchase date. All returned items must be in be in new and unused condition, with all original tags and labels attached.

## RETURN PROCESS

To return an item, please email customer service at [shop@lachelitamakes.com](mailto:shop@lachelitamakes.com) to obtain a Return Merchandise Authorization (RMA) number. After receiving a RMA number, place the item securely in its original packaging and the return form provided, and mail your return the following address:

La Chelita Makes  
Attn: Returns  
2075 Jackson Ridge Cove NW  
Kennesaw, GA 30144

Return shipping charges will be paid or reimbursed by us.

## REFUNDS

After receiving your return and inspecting the condition of your item, we will process your return. Please allow at least 5-7 business days from the receipt of your item to process your return. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company. We will notify you by email when your return has been processed.

## **EXCEPTIONS**

The following items cannot be returned or exchanged:

- Customized or personalized designs and products
- Products that have been damaged or have significant wear-and-tear

For defective or damaged products, please contact us at the customer service email below to arrange a refund or exchange.

## **QUESTIONS**

If you have any questions concerning our return policy, please contact us at:  
[shop@lachelitamakes.com](mailto:shop@lachelitamakes.com)