

# Adoracrafts Returns & Exchanges Policy

**Last Updated:** 10-06-2025

At **Adoracrafts**, we take pride in the quality and uniqueness of our handcrafted products. Since each item is made with care, we understand that you may occasionally need to return or exchange a purchase. Please review our policy below.

## 1. Eligibility for Return or Exchange

We accept returns or exchanges under the following conditions:

- You must contact us within **7 days** of receiving the product.
- Items must be unused, in original packaging, and in the same condition as received.
- Custom-made, personalized, or sale items **cannot** be returned or exchanged unless damaged or defective.

## 2. Damaged or Defective Items

If your item arrives damaged or defective:

- Email us at **adoracrafts@gmail.com** within **48 hours** of delivery with your order number and clear photos of the item and packaging.
- We will offer a replacement, store credit, or a full refund based on your preference.

## 3. How to Initiate a Return or Exchange

To request a return or exchange:

1. Email us at **adoracrafts@gmail.com** with your order number and reason for return.
2. Wait for our confirmation and return shipping instructions.
3. Ship the item back to us within **7 days** of receiving our approval.

*Return shipping costs are the responsibility of the customer unless the item was damaged or incorrect.*

## 4. Refunds

Once we receive and inspect your returned item, we will:

- Approve the refund if the item meets our return criteria.
- Issue a refund to your original payment method within **5–7 business days**.

*Please note that shipping charges are non-refundable unless the return is due to an error on our part.*

## 5. Cancellations

Orders can be cancelled **within 12 hours** of purchase. After this window, cancellations are not guaranteed as production may have already begun.

## 6. Non-Returnable Items

- Personalized or custom-designed products
- Gift cards
- Final sale or clearance items

## Questions?

We're here to help. If you have any questions about your order, returns, or exchanges, please contact us at:

✉ [adoracrafts@gmail.com](mailto:adoracrafts@gmail.com)

☎ +91 7708254885

Thank you for supporting handmade craftsmanship with Adoracrafts!