

RETURN POLICY

Last updated December 23, 2023

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 full refund, store credit, or an exchange. Please see below for more information on our return policy.

RETURNS

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

RETURN PROCESS

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

Novel Designs Co.
Attn: Returns
RMA #
520 College Street
WINCHESTER, KY 40391
United States

Please note, you will be responsible for all return shipping charges. We strongly recommend that you use a trackable method to mail your return.

REFUNDS

After receiving your return and inspecting the condition of your item, we will process your return or exchange. Please allow at least seven (7) days from the receipt of your item to process your return or exchange. 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:

- Personalized Items

- Custom Quoted Items

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

Please Note

- Sale items are FINAL SALE and cannot be returned.

QUESTIONS

If you have any questions concerning our return policy, please contact us at:

kaymlinkous@gmail.com

This return policy was created using Termly's [Return and Refund Policy Generator](#).