**Returns and Exchanges policy for Living The Dream In Bluffton Bags by Wanda**

**Effective Date: January 21, 2025**

Thank you for shopping with Living The Dream In Bluffton Bags by Wanda! We want you to be completely satisfied with your purchase. If you are not entirely happy with your order, please review our return policy below.

**1. Return Eligibility**

To be eligible for a return, your item must meet the following conditions:

* The product must be unused, unworn, and in the same condition that you received it.
* The item must be returned in its original packaging with all tags and labels attached.
* Returns must be initiated within 14 **days** from the date of delivery.

**2. Non-Returnable Items**

The following items are non-returnable and non-refundable:

* Individual customizations that are very out of the ordinary for a bag or personalized items.
* Gift cards.
* Sale or clearance items marked as final sale.

**3. Return Process**

To initiate a return:

1. Contact us at livingthedreaminbluffton@gmail.com or call 432-638-5514 to request a return authorization. Please include your order number and reason for the return.
2. Once your return is approved, we will provide you with a return authorization number and the shipping address.
3. Securely pack the item(s) in the original packaging to prevent damage during return shipping.
4. Ship the return item(s) to the provided address using a trackable shipping service. Please note that you are responsible for the return shipping costs unless the return is due to an error on our part or a defective item.

**4. Refunds**

Once we receive and inspect the returned item(s), we will process your refund. Refunds will be issued to the original payment method within **5-10 business days**. Please note:

* Shipping costs are non-refundable, except in cases where the return is due to our error or a defective item.
* If your return does not meet the eligibility requirements, we may reject the return or offer a partial refund.

**5. Exchanges**

We do not currently offer direct exchanges. If you would like a different item, please return the original item and place a new order for the desired product.

**6. Damaged or Defective Items**

If you receive a damaged or defective item, please contact us within **7 days** of receiving your order. We will arrange for a replacement or refund, depending on availability. Please provide photos of the damage or defect when contacting us to expedite the process.

**7. Contact Information**

If you have any questions or concerns about our Return Policy, please contact us:

Living The Dream In Bluffton Bags by Wanda
Email: livingthedreaminbluffton@gmail.com

Phone: 432-638-5514

We are committed to ensuring your satisfaction and will do our best to resolve any issues promptly. Thank you for choosing Living The Dream In Bluffton Bags by Wanda!

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