

To safeguard your purchase we highly advise you to add the Seel Assurant return protection to your order if your items are eligible, especially on made-to-order items.

If you purchase Seel Return Assurance for eligible items in your order, please use the [Seel Return Portal](#) to return your eligible items. You can learn more about the Seel Return Assurance policy [here](#). If you do not purchase Seel Return Assurance along with your order, the order is subject to the standard return policy.

Exchange Policy

Branded Collections

Most of our designs are custom and made to order. All sales are final for all custom made-to-order E.Lorre'Beauty, Art Manifested, Sweatin' Sexy, Pettytude, Moti8Me, OTG and Brian Angel Collection branded items, unless you purchase Seel Return Assurance.

You can purchase Seel Return Assurance at checkout if you want the option to return and receive a refund for eligible items. If Seel Return Assurance is not purchased for eligible items in your order, then your order is subject to the merchant's standard return policy. [You can learn more about Seel Return Assurance and the Seel Return Assurance policy and return process here](#). You must follow these instructions to qualify if you purchase Seel Return Assurance for eligible items.

Exchanges are not accepted UNLESS your item was received damaged or defective. (see DAMAGED ITEMS paragraph)

There are no returns on PERSONALIZATION items unless there was a customization error on **OUR part**. (see DAMAGED ITEMS paragraph)

If your previously purchased item was damaged when you received it, we will gladly exchange the product for something else on our website that is of equal or greater value. To complete your exchange, we require notice within 2 days of receipt and proof of damage/defect. Email us immediately at sales@enetrends.com

After your exchange is approved, we will provide you with shipping information to return the products.

Once received, it may take up to 4 business weeks to process your exchange.
Thank you for your patience and understanding.

Below is our normal exchange policy:

SALE ITEMS

All sale items are FINAL SALE, unless you purchase Seel Return Assurance. Only regular priced items may be returned.

REGULAR PRICED ITEMS

Once items are shipped, we do not accept order cancelations. Additionally, please be certain you input the correction shipping information as we are not responsible for items lost in transit, non deliverable addresses, or incorrect shipping addresses.

You may return your item within 3 calendar days of receipt for store credit only, not a cash value. Unfortunately, after 3 days of delivery of a purchase, we will not honor the return and it will be declined by us.

You are responsible for the shipping cost to ship the items back to us. We require a tracking number on merchandise that is sent back to us and these items must be returned in the same condition that they were received. Again, we are not responsible for products lost in transit.

You should mail your products to:

ENE TRENDS, PO Box 6671, Katy TX 77449, United States

After we receive your return, we are only able to offer a store credit (which will be valid for one year from issue date). Shipping costs are non-refundable (the cost of shipping for your original purchase will be deducted from your store credit).The store credit will be provided to you by email once your exchange is processed. Please allow 3 business days from receipt to process.

Thank you for your patience and understanding.

DAMAGED ITEMS

***If your item is received damaged, please contact us immediately at sales@enetrends.com. We require notice within 2 days of receipt and proof of damage/defect.**

If you want to exchange your purchased item that was damaged when you received it, we will gladly exchange the product for something else on our website that is of equal or greater value (if greater value, you must pay the difference of the exchanged item value), and we will provide you with a prepaid label to return the damaged item.

What qualifies as a damaged item?

- Product was stained when you received it
- Product was ripped when you received it (not after you put it on)
- Product zipper is broken/not working
- Product has a customization error (must be an error on OUR part, we are not responsible for your typos or errors)

If you put the product on or wore the product and it is damaged, we are not at fault.

NON-RETURNABLE ITEMS, unless you purchase Seel Return Assurance

- Sale items
- Intimate goods
- Sanitary goods
- Some health and personal care items
- Downloadable software products
- Used items
- Personalized items (UNLESS there was an error on our part)
- Any item not in its original condition, is damaged or missing parts for reasons not due to our error
- Any item that is returned more than 3 days after delivery

Unfortunately, gift cards are non-returnable.

EXCHANGES ON ORDERS MARKED AS “GIFT”

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a store credit for the value of your return. Once the returned item is received, a gift card will be emailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send the gift card to the gift giver and will notify them regarding your return.

STORE CREDIT

Store Credit must be of equal or greater value. If greater value, you must pay the difference of the store credit value. Store credit must be redeemed within 90 days of receipt. *Note: If you need more than 90 days use your store credit to purchase a store gift card which does not have an expiration date.*

SHIPPING

Items may be returned to:

ENE Trends

P.O. Box 6671

Katy, TX 77449

Customer is responsible for return shipping costs, unless item was received damaged. See DAMAGED ITEMS section.

Once we receive your item, we will contact you via email with a Store Credit code that you may apply on our website. This code will be the amount that you paid for the product/s that you are returning **(minus the original shipping cost)**. A purchase using Store Credit must be of equal or lesser value. Should you choose an item that is greater value, you are responsible to pay the difference. Store credit must be redeemed within 90 days of receipt. *Note: If you need more than 90 days use your store credit to purchase a store gift card which does not have an expiration.*

We require a tracking number on merchandise that is sent back to us . Please send return information at sales@enetrends.com

Shipping costs are non-refundable.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

Once received, please allow up to 4 business weeks to process your exchange; 1 business week to process your store credit.

If you have not received your exchange or store credit after the stated time, please contact us at sales@enetrends.com.

Thank you for your patience and understanding!

***** Return Policy is subject to changes and modifications at any time.***