

## RETURN POLICY

If you're not satisfied with your order, we gladly accept your return within 14 calendar days after you receive the items. All returns in UE are free.

We accept returns on ready to ship and made to order items - except the personalized products with your initials - in the same condition that you received them: unworn with all tags and in their original packaging.

### RETURN AN ITEM

Fill in this **form** within 14 calendar days after receiving your items and follow the instructions. You'll receive a confirmation email within 72 hours with shipping guidelines.

### RETURN COST

We offer the first free return throughout UE.

In case of a return in UE, the pick-up is on request and free of charge, the refund will correspond to the value of the goods, but won't cover the shipping costs of the purchase.

In case of an exchange in UE, it's free of charge. Request here the new size and/or color of the desired piece.

For orders outside UE, the shipping cost of the return will be charged to the customer and we'll only refund the value of the goods, excluding customs duties and VAT.

### REFUNDABLE ITEMS

Ready to ship and made to order items - except the personalized products with your initials - can be returned within 14 calendar days after the delivery in the same condition that you received them: unworn with all tags and in their original packaging.

Please note that all gift cards are not refundable.

### REFUND TIME

As soon as we receive the return, we're going to check the items conditions and proceed with the refund if it's approved.

Please note that it may take up to 7 calendar days to receive the refund on the original payment method since we receive the package.

### ITEM RECEIVED DAMAGED

If the purchased product is faulty, reach out to us as soon as possible to receive a free change and to send the damaged item back to us.

Write to us at [hello@artknit-studios.com](mailto:hello@artknit-studios.com) specifying the order number and attaching a clear picture of the problem experienced.

### CHANGE AN ITEM

To change size and/or color you have to fill in this **form**, select the exchange option and follow the instructions.

### RETURN AN ITEM PURCHASED WITH GIFT CARD

Returned items purchased with a Gift Card will be refunded to the original Gift Card.

Please keep hold of your Gift Card until you are sure that you are happy with your order.

If the cost is split between the Gift Card and another payment method, we will refund the same amount on the respective methods.

### RETURN AN ITEM PURCHASED WITH SCALAPAY

Partial refunds are made by deducting the value from the second and last installments.

If the refund is requested for the whole order, the second and last installments will be canceled and the first installment's value will be refunded on the original payment method.