

LEONISA

RETURN POLICY

Our 100% satisfaction guaranteed policy ensures that any product you purchase will the highest standards.

Once you receive your order, you have **30 days to return any damaged items.**

Keep in mind that it is your responsibility to **pay for the return shipping.**

Products that are on **sale cannot be returned or exchanged.**

To ensure you receive a full refund for the products you've returned, make sure that:

- Items must be in original, resalable condition.
- All of the original tags must be on the products. Nothing can be written on them and they cannot have the prices attached.
- Items are unworn and unwashed, showing no signs of wear.
- Items are free of perfume, smoke, makeup, and deodorant.
- The products must be returned in their original packaging, including bras with their blister packs.
- We reserve the right to refuse returns of items that do not meet our hygiene and health standards.

For hygiene purposes, we do not accept returns or exchanges of bottom pieces (panties, boxers, etc.) except when there is a manufacturing defect.

We do not issue refunds in cash. We will add a credit to your account that you can use for future orders.

We offer 100% Quality Assurance in every product. ***“Leonisa is not just recognized by having the best styles, designs and quality, we are also known for our excellent customer service. Let us know how we can improve and help you succeed in your business***