

# DÉVÉ

## 1 – RETURNS

If you should wish to return your item, please request a return authorisation number by emailing [info@devestudio.com](mailto:info@devestudio.com) and quote your order number and the item's name, within 14 days of the initial delivery date.

The item returned must be in the same condition it was received in: in its original packaging, unused, unworn and undamaged.

Unfortunately, made-to-order items are not eligible for return. For hygiene reasons, earrings are also ineligible for returns. Please note that we do not cover the cost of returning an item. Return shipping fees are the responsibility of the customer.

If your return complies with our return policy, a refund will be issued back to your original payment method within five days of receiving your return. Please note, your financial institution may require additional time to process your refund. Once your return has been processed, a refund confirmation will be sent to you via email. Original shipping fees are non-refundable.

For international returns, we cannot refund any customs duties or taxes paid by the customer. When posting your return, please clearly mark on the outside of the parcel, "return shipment to origin", in order to avoid your parcel being held at customs.

## 2 – MODIFY OR CANCEL AN ORDER

If you should wish to modify or cancel an order, please contact us immediately via email at [info@studiodeve.com](mailto:info@studiodeve.com). If your order has not yet been processed or shipped we will be able to accommodate changes.

If your order has already been processed, you will need to follow our returns



procedure once you have received your order. You are able to return an item within 14 days of purchase. However, please note that we are unable to accept returns for made-to-order items and earrings.

### 3 – DAMAGED OR FAULTY ITEMS

Should you receive a damaged or faulty item, please contact us immediately via email at [info@studiodeve.com](mailto:info@studiodeve.com). If your item was damaged in transit, please contact us within 48 hours of delivery so we may initiate the return process with the shipping company. Unfortunately, damage caused to items through normal wear and tear are non-refundable and will not be accepted.

