

# Return Policy

*Last updated January 1, 2018*

Thank you for your purchase. We hope you are happy with your items. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for store credit or an exchange. Please see below for more information on our return policy.

## **Returns**

All returns must be postmarked within fourteen (14) days of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached.

## **Return Process**

To return an item, please email customer service at [lexie@aerowhandmade.com](mailto:lexie@aerowhandmade.com) to obtain a Return Merchandise Authorisation (RMA) number. After receiving an RMA number, place the item securely in its original packaging and mail your return to the following address:

Aerow % Lexie Rundquist  
108 5th St. S. #1  
Moorhead, MN 56560  
United States

**Please note**, you will be responsible for all return shipping charges. We strongly recommend that you use a trackable method to mail your return.

## **Refunds**

After receiving your return and inspecting the condition of your item(s), we will process your return for store credit or exchange. Please allow at least seven (7) days from the receipt of your item to process your return or exchange. We will notify you by email when your return has been processed.

## **Exceptions**

The following items cannot be returned or exchanged:

- Custom order items
- Statement items (except for repairs)
- Heirloom line items
- Sale items

For defective or damaged products, please contact us at [lexie@aerowhandmade.com](mailto:lexie@aerowhandmade.com) to arrange a refund or exchange.

Please Note

- Sale items are FINAL SALE and cannot be returned.

## Questions

If you have any questions concerning our return policy, please contact us at [lexie@aerowhandmade.com](mailto:lexie@aerowhandmade.com).