

RETURN & REFUND POLICY

Thank you for shopping at Will Do Studio. We appreciate your business and value you as a customer. We understand that sometimes a product may not be what you expected. This policy outlines the conditions under which goods purchased can be returned or refunded.

Return Period

Products can be returned within 14 days of receipt, subject to the conditions outlined below.

Conditions for Returns

1. **Non-Personalised Items:** Non-personalised items can be returned within the specified 14-day period if they are unused and in their original packaging.
2. **Personalised Items:** Personalised items are made uniquely for you and cannot be returned unless they are faulty.
3. **Faulty Products:** If the product is faulty due to an error on our end, it is eligible for a full refund or replacement. Faults must be reported within the 14-day return period. However, if the fault is due to incorrect information provided by the customer during personalisation, we cannot offer a refund or return.

Refunds

If a return is approved, we will initiate a refund to your original payment method. We aim to complete all refunds within 10 working days from the receipt of the returned item. The refund can be either full or partial, depending on the agreement at the time of the return request.

Non-Refundable Items

Used items and personalised products that are not faulty cannot be returned and are not eligible for a refund.

How to Request a Return

To initiate a return, please contact us at willdostudio@gmail.com with your order details. Our customer service team will guide you through the process based on the specifics of your order.

Contact Us: willdostudio@gmail.com