

# Shipping and Returns

We have a 30-day return policy, which means you have 30 days after receiving your item to request a return. All refunds will be in the form of a store credit unless the item was received damaged in delivery process. If this is the case then you will receive a full refund back to your same payment method or store credit, whichever you prefer.

If you are wanting to return your item because you don't like the fit, color, style etc. or just changed your mind, then you will be responsible for shipping costs to send it back to us.

To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

To start a return, you can contact us at [pldesignsandmore@gmail.com](mailto:pldesignsandmore@gmail.com). After your return is accepted, we'll send instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted.

You can always contact us for any return question at [pldesignsandmore@gmail.com](mailto:pldesignsandmore@gmail.com) or use the message us or chat tab on the bottom of the page.

## DAMAGES AND ISSUES

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right in a timely manner.

## EXCEPTIONS/NON-REFUNDABLE ITEMS

Certain types of items cannot be returned, like perishable goods (such as food, flowers, or plants) and custom products (such as special orders or personalized items). We also do not accept returns of hazardous materials, flammable liquids, or gases. Please get in touch if you have questions or concerns about your specific item.

Unfortunately, we cannot accept returns on gift cards.

## EXCHANGES

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

## REFUNDS

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process and post the refund as well. If you do not qualify for a credit card refund then a store credit will be issued instead.