

VERA STUDIO

verastudion.com

Refund & Returns Policy

Thank you for shopping at Vera Studion. We want you to love every piece you receive. Because we work with third-party fulfilment partners and worldwide shipping, please read this policy carefully before requesting a return.

Returns — 30-Day Window

You may request a return within 30 days of receiving your item. To be eligible:

- The item must be unused, unworn, and in its original condition
- The item must be returned in its original packaging (where applicable)
- You must provide proof of purchase / order number
- Returns must be requested before sending anything back — unauthorised returns may not be accepted

Return Shipping Costs

Return shipping costs are the responsibility of the customer. We do not provide prepaid return labels unless the item arrived damaged, defective, or incorrect.

Refund Method

If your return request is approved, we may offer one of the following solutions depending on the circumstances:

- Store credit / gift card
- Replacement item
- Refund to your original payment method (only in approved cases)

We reserve the right to choose the most appropriate solution to resolve your issue fairly.

When Refunds Are Issued

Refunds are only issued once:

- The item has been returned and inspected, and
- It meets all the conditions listed above

Refund requests may be rejected if:

- The item shows signs of wear or use
- Packaging is missing or damaged
- The request falls outside the 30-day window
- The item was damaged due to misuse

Non-Returnable Items

For hygiene and safety reasons, we cannot accept returns on:

- Personal care items
- Intimate or hygiene products
- Customised or personalised items
- Digital or downloadable products
- Items marked as Final Sale

Damaged, Wrong, or Missing Items

If your item arrives damaged, defective, or incorrect, you must contact us within 48 hours of delivery. Please include:

- Your order number
- Clear photos of the product and its packaging

We will offer a resolution such as a replacement, store credit, or refund depending on the situation.

Change of Mind / Wrong Size

If you ordered the wrong size, changed your mind, or simply no longer want the item:

- You may request a return (if eligible within the 30-day window)
- Return shipping is paid by the customer
- We may offer store credit instead of a cash refund

We recommend checking our size guide carefully before purchasing. If you need help choosing your size, feel free to contact us before placing your order.

Refund Processing Time

Once a refund is approved, it will be processed within 5–10 business days. Please note that your bank or card provider may take additional time to reflect the amount in your account.

Order Cancellations

If you wish to cancel your order, please contact us as soon as possible at info@verastudion.com. If your order has already been processed or shipped, cancellation may no longer be possible.

For any questions, contact us at:

info@verastudion.com

We typically reply within 24–48 business hours.