

RETURNS AND CANCELLATIONS:

While sending the product to our customers as well as during the rare and unlikely case of receiving a returned product, our products go through a stage of strict quality control check; therefore, please follow the below instructions if you choose to return your product:

- Please take responsible care of the goods.
- Keep all associated tags unbroken and intact with the product and in its original packaging (unspoiled).
- Do not use or wear the product in order to keep it undamaged and unsoiled.
- Please note that if the goods are not in compliance with the above mentioned conditions, then we will be unable to process the refund request.

1. We do not accept any requests for exchange of products, only return and cancellation requests are accepted. If you would like to replace a product, you need to simply return it to us (as mention in this section) and proceed with a new order.

2. Order cancellations are permitted up to 2 working days of placing the order and before its dispatch. If you wish to cancel your order, please send us an email at sales@ariadnesthread.gr with your order number along with the word 'cancellation' in the email subject and we will get back to you within 3 working days informing you of the progress of your cancellation process and the timeframe in which your refund will be concluded. This usually takes up to 8 working days, from your request.

3. The customer is allowed to return their order, within 7 calendar days of receiving it. In the case you decide to proceed with returning your order, please send us an email on sales@ariadnesthread.gr, with your order number along with the word 'return' in the subject of the email. In the body of the email, we would appreciate it if you could state your reason for return.

4. Ariadne's Thread shall bare the relevant cost of the return shipment, **only** in the case that the wrong product was sent or has an apparent construction flaw. However, a valid postage/courier receipt needs to be produced in order to know and refund the exact shipping amount to the customer. In any other case the customer shall bare full responsibility for return shipping. We would advise the customer to send the return package through a registered service with a tracking code, as Ariadne's Thread (in any case) shall bare **no** responsibility if the return package is lost in transit and therefore, will not be able to proceed with your refund request. Once, your package has been posted to us, please send us an email on sales@ariadnesthread.gr with the tracking code of the package.

5. Once we have received the package we will then assess the condition of the product returned. We will then notify you (via email) within 5 working days to let you know the duration within which your refund payment will be concluded. Ariadne's Thread takes **no** responsibility in case of any delay occurring in refund of the payment as part of the banking procedure.

6. For hygiene purposes, earrings are not accepted for return, exchange or refund.