



退货与换货条款

所有售出的商品都经过我们的严谨筛选，确保以最佳状态送达您的手中。除非商品有明显的瑕疵，否则一旦售出，我们将不接受退款或退货。基于顾客个人偏好的退货请求也将不予退货。

如果在收到商品后发现任何瑕疵，请务必在7天内与我们的客服团队取得联系，我们将根据具体情况提供相应的服务。逾期将不予受理。

特别提示：基于卫生安全的考量，耳环类商品一经售出，将不接受退换。

退货时必须出示购买收据，并确保商品未经使用。

未提供购物收据的换货请求恕不接受。仅在出示购物收据的情况下，我们方可为您办理全额退款。

所有定制商品将不提供退换服务。敬请理解。

维修条款

如需商品维修服务，请联系我们的客服团队并提供以下的信息，我们将尽快为您安排：

- 1. 联系人全名**
- 2. 购买收据**
- 3. 简单描述维修情况**

我们将在收到您的信息后进行评估。对于三个月内购买的新商品，我们将提供免费的维修服务。

购买超过三个月的商品，可能会根据手工与材料成本收取额外费用。所有的维修服务都将产生额外的配送费用。



RETURN & EXCHANGE POLICY

All goods sold are not refundable and returnable unless defects found. We don't accept any change of mind return.

If any defect(s) found after receive the product, please contact our customer service within 7 days, overdue will not be accepted.

Please note that earrings are non-returnable due hygiene issue.

A valid proof of purchase must be present and the items must be as new while return. Any items for exchange without a receipt will not be allowed.

A receipt of purchase must be presented to receive a full refund. We cannot offer a refund or exchange without a valid receipt.

Customised items are not eligible for return.

REPAIR POLICY

To request a repair, please contact our customer service and provide the details as below:

- 1. Contact name**
- 2. Proof of purchase**
- 3. A brief description of the problem**

Upon receipt of the above information, we will assess and authorize the repair. For items purchase within the last three months, repairs are free of charge.

For purchase over three months, additional fees based on craft labor and cost of material may apply. All repairs are subject to additional shipping charges.