

RETURN AND REFUND POLICY

Last updated December 10, 2022

Thank you for your purchase in supporting an Indigenous artist. We hope that you enjoy your handmade art piece. Our product collection is unique and one-of-a-kind. Please see below for information on our return policy.

Interpretation and Definitions

Interpretation

The words in which the initial letter is capitalized have meanings defined under the following conditions.

The following definitions shall have the same meaning regardless of whether they appear in the singular or in the plural.

Definitions

For the purposes of this Policy:

- **You** mean the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.
- **We** (referred to as either, "The Company" "We", "Us" or "Our" in this Agreement) refers to Global Indigenous Crafts, LLC, with mailing address at: **3370 N. Hayden Rd. Ste 123 PMB 760, Scottsdale, AZ 85251, United States.**
- **Service** refers to the Website.
- **Website** refers to the site accessible from <https://www.globalindigenoucrafts.com>.

- **Goods** refer to the items offered for sale on the Service.
- **Orders** mean a request by You to purchase Goods from Us.

RETURNS

- All returns must be postmarked within three (3) days after delivery.
- Before returning an item, please contact us at: returns@globalindigenoucrafts.com to obtain an authorization number.
- The customer is responsible for covering the return shipping cost with tracking.
- There will be a 10% restocking fee.
- All items must be in new and unused condition, not washed, with original tags, labels, and original packaging.
- A restocking fee and shipping charges do not apply to damaged items.

What if my product is damaged?

Our team does proper quality checks on every order we ship. If your product arrives damaged, please contact us within 3 business days of receiving your order at: returns@globalindigenoucrafts.com.

Please attach a picture of the damaged product.

What are the cases in which I can return an item?

You can return an item for the following reasons:

- Received a damaged product.
- Received the wrong product.
- If you are not satisfied with your product.

Which are the items that cannot be returned?

Returns will not be accepted under the following conditions:

- If a return request is initiated after 3 days of delivery of an order.
- Botanicals, teas, and plant supplements.
- Kuripes and Tepis.
- If you entered the wrong shipping address at the time of placing the order.
- Returned without original packaging including price tags, labels, original packing, freebies, and other accessories, or if original packaging is damaged.
- The product is intentionally damaged/destroyed.
- Return or replacement request for any free or complimentary products.
- Any other reasons which are not covered under the cases in the previous section. For example, "I placed an order for the wrong product", "Product is no longer required," etc.

How long will it take for the return process to complete?

We will make sure that the return process is smooth and fast. As we receive your product for a return, we will process your refund within seven (7) working days after a thorough inspection of your claims.

Please note: There might be some delays, but your product and your money are in safe hands.

RETURN PROCESS

To return an item, please email customer service at: returns@globalindigenoucrafts.com with your concern, order number, and a picture of the product and packaging if it arrived damaged. You will receive a Return Merchandise Authorization (RMA) number from our office. After receiving the RMA number, place the item securely in its original packaging along with the RMA number and return it to the following address:

Global Indigenous Crafts, LLC

3370 N. Hayden Rd. Ste 123 PMB 760

Scottsdale, AZ 85251

Please note:

- You will be responsible for all the return shipping charges. We advise you to use a trackable method to mail your return.
- Do not mail your package without getting confirmation from us. Doing so will lead to the rejection of your return request and no refund will be offered on such returns.
- A 10% restocking fee will be applied to every return.

- A restocking fee and shipping charges do not apply to damaged items.

RULES FOR ACCEPTING SHIPMENTS

Before accepting the shipment of any product, kindly ensure that the product's packaging is not damaged or tampered with. If the package is damaged or tampered with, we request you refuse delivery and if possible, take some photos of the packaging and send it over to us so that we can take further action. We guarantee a refund upon such refused delivery or non-delivery. If in case you choose to accept the product, you shall do it at your own risk.

REPEATED RETURN REQUESTS

- We reserve the right to impose such charges as is necessary to reimburse the expense of delivery if we observe that you have a transactional history of repeated returns.
- We also reserve the right to make the products ineligible for return or exchange if we observe a transactional history of repeated returns.
- The liability and risk of such returns shall be with you to establish your claim for return. Replacement shall only be initiated if they pass the conditions mentioned above. If the product fails to pass through the verification and checks, the product will be shipped back to you, for which you shall have to bear the expense.

REFUNDS

After receiving your returned item, we will process your refund. Please allow at least seven (7) business days to process your refund. Refunds will be credited to the original payment method that you used while making the purchase, minus a 10% restocking fee. Refunds may take 1 – 2 billing cycles to appear on your credit card statement depending on your credit card company.

Please Note:

- **Partial returns will have a partial refund.**

Refunds: **Duplicate payment**

Refund of the duplicate payment made by the delegate will be processed via the same source (original method of payment) within seven (7) working days after notification by the customer.

CANCELATIONS

Cancellations by you – All orders are final and once placed cannot be cancelled.

Cancellation by us – Under certain circumstances, it might not be possible for us to accept an order and we may be compelled to cancel the same. We reserve the right to refuse or cancel any order for any reason at our sole discretion. Some situations that may result in your order being cancelled include limitations on quantities available for purchase and inaccuracies or errors in product or pricing information. We may also ask for additional verification or information before accepting any order. We will contact you if all or any portion of your order is cancelled or if additional information is required to accept your order. If your order is cancelled after you are charged, the said amount will be reversed back to your original payment method.

QUESTIONS

If you have any questions concerning our return and refund policy, please write to us at: info@globalindigenoucrafts.com.