

Refund & Return Policy

At **THE RETROSIA**, we take pride in the quality and craftsmanship of our handmade products. Your satisfaction is important to us and we strive to ensure a pleasant shopping experience. We hope that you never have to cancel or return a product. At the same time, we would be there to help you whenever you do so due to certain circumstances. As a first step we are laying out our cancellation and return policy to take care of your hassles.

Returns

1. Return Eligibility

We accept **returns or replacements** only under the following conditions:

- **Damaged or defective product received**
- **Incorrect item shipped**
- **Product significantly different from description or photos**

2. Non-Returnable Items

The following items are **not eligible for return or refund**:

- Customised or personalised products
- Items damaged due to misuse or mishandling
- Products returned without original packaging or proof of purchase
- Products after **3 days** of delivery

3. Other Conditions:

- You may request a return within **3 days** of receiving your order.
- To be eligible for a return, items must be **unused, undamaged**, and in their **original packaging**.
- Personalized or custom-made items **cannot be returned** unless they arrive damaged or defective.

Refunds

- Once we receive and inspect the returned item, we will notify you of the approval or rejection of your refund.
- Approved refunds will be processed within **1-2 business days** to the original payment method.
- Shipping charges are **non-refundable**, except in cases where the return is due to our error (e.g., wrong or defective item).

Damaged or Defective Items

- If you receive a damaged or defective item, please contact us within **3 days** of delivery with photos and a description of the issue.
- We will arrange for a replacement or full refund, including shipping costs.

How to Return

- To initiate a return, please contact our customer support at: support@theretrosia.com
- Provide your order number and reason for return.
- We will provide you with instructions on how and where to send your item.

Important Notes

- We recommend using a trackable shipping service for returns, as we are not responsible for lost or damaged return shipments.
- This policy applies only to purchases made through our official website.