

Vella modə

RETURNS and EXCHANGES

Vella mode ~ 210 Daniel Creek Lane, Sugar Hill, Georgia 30518 ~ trecy@vellamode.com

PH: (678) 622-7183

How to Return Items:

1. We accept returns and exchanges for our jewelry because we love for our customers to be satisfied. The limit must be up to **15 days** after purchase. You may contact trecy@vellamode.com to make that transaction.
2. Purchases to be returned are for regular items and NOT custom designs.
3. Purchases must have been made through the Vella mode website. NOTE: If you want to exchange or return an item purchased from a Vella mode retailer, please contact the retailer to make that transaction based on their return policy.
4. **ARTIST MARKET RETURNS:** You may return items purchased through an artist market by emailing trecy@vellamode.com . Please indicate which market the item was purchased from, send a photo or name of item and a receipt must accompany the item. Otherwise, the transaction cannot be made through our credit card processing company.
5. All product returns and exchanges must be unaltered and in sellable condition. It must also accompany an invoice and be in original packaging.
6. Mail to the above address.

How to Exchange items:

1. If you wish to exchange an item, place a new order then contact trecy@vellamode.com. The limit must be up to **15 days** after purchase.
2. Note the quantity and reason(s) for the return on the item.
3. All product returns and exchanges must be unaltered and in sellable condition. It must also accompany a receipt and be in original packaging.
4. Exchanges are made if the item was purchased through the Vella mode website. NOTE: If you want to exchange or return an item purchased from a Vella mode retailer, please contact the retailer to make that transaction based on their exchange policy.
5. **ARTIST MARKET EXCHANGES:** An exchange transaction must be made during the Artist Market.
6. Mail item to be exchanged to the above address.

NOTE: Returns and Exchanges are not paid by Vella mode. Shipping costs are non-refundable.