

Refund & Returns Policy

Thank you for shopping at **Valentine Gifts**.

We want you to love your order — but because we work with third-party suppliers and worldwide shipping, please read this policy carefully.

Returns (30 Days)

You may request a return within **30 days** of receiving your item.

To be eligible for a return:

- Item must be **unused, unworn, and in original condition**
- Item must be returned in **original packaging** (if applicable)
- You must provide **proof of purchase / order number**
- Returns must be requested **before** sending anything back (unauthorized returns may not be accepted)

Return Shipping Costs

Return shipping costs are the responsibility of the customer.

We do **not** provide prepaid return labels unless the item is damaged or incorrect.

Refund Method

If your return request is approved, we may offer one of the following solutions depending on the case:

- **Store credit / gift card**
- **Replacement**
- **Refund to original payment method** (only in approved cases)

We reserve the right to choose the most appropriate solution to resolve the issue fairly.

Refunds Are Not Guaranteed

Refunds are only issued when:

- the item is returned and inspected, and
- it meets the conditions listed above

Refund requests may be rejected if:

- the item was used
- packaging is missing or damaged
- the request is outside the 30-day window
- the item was damaged due to misuse

Non-Returnable Items

For hygiene and safety reasons, we do not accept returns for:

- personal care items
- intimate/hygiene products
- customized or personalized items
- digital/downloadable products
- items marked as **Final Sale**

Damaged / Wrong Item / Missing Items

If your item arrives damaged, defective, or incorrect, you must contact us within **48 hours** of delivery.

Please include:

- your order number
- clear photos of the product and packaging

We will offer a solution such as:

- replacement

- store credit
- refund (depending on the situation)

Change of Mind / Wrong Choice

If you ordered the wrong item, changed your mind, or no longer want it:

- you may request a return (if eligible)
- return shipping is paid by the customer
- we may offer **store credit instead of a cash refund**

Refund Processing Time

If a refund is approved:

- it will be processed within **5–10 business days**
- your bank or card provider may take additional time to show the amount

Order Cancellations

If you want to cancel an order, contact us as soon as possible.

If the order has already been processed or shipped, cancellation may not be possible.

Contact

For any return/refund questions contact:

 giftsforvalentinesss@gmail.com