

# Refund policy

## **NO REFUNDS OR EXCHANGES**

Everything is hand-crafted and made to order therefore all sales are final and we do not offer refunds or exchanges. Please be sure of your size before placing an order with us.

If we supply an incorrect order e.g. wrong size, wrong design we will correct our mistake. Please contact us upon receipt of your order, any exchanges will be conditional and must be returned to us unworn and in the original packaging.

You can contact us at [info@birdscustoms.com](mailto:info@birdscustoms.com). If your return is accepted, we'll send you return instructions, as well as instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted.

You can always contact us for any return question at [info@birdscustoms.com](mailto:info@birdscustoms.com).

## **Damages and issues**

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.