

Return Policy

Due to the ongoing nature of the COVID 19 Pandemic, at this time we do not offer returns or exchanges on the following items:

Any items personalized or customized

Any items that have been used or are not in original packaging.

Any item that has been custom designed for you

Sale items

Or items that are received later than expected.

Please check your order as soon as it is received (within 3 days) to ensure that everything is present and in great condition.

All packages are shipped with tracking and insurance, if there is any damage to your item caused by shipping, a claim can be opened with the shipping carrier.

If you need assistance filing this claim please send us an email or a message through the Contact Us portal. You should take pictures of the package as it was received and of the item showing the damage and keep it for your records.

RETURNS

If upon receipt of your unpersonalized/uncustomized, originally packaged, item you determine you would like to return it. You have 3 days from the delivery date to initial the process as described below.

For items that do qualify for return a request must be sent to us via email at support@rashelmadeit.com to request return.

Email should include:

Order number

Item in question

Reason for return.

If a claim of damage is expressed photos of any damage should be provided.

Returned products are shipped at your expense and will have a 10% restocking fee. I recommend sending via a tracked carrier method to ensure delivery. Please forward the tracking number to the support email once shipped.

Returns should be send to:

Rashel Made It LLC

Attn: Returns

2904 East Stan Schlueter Loop PMB 94

Killeen, TX 76542

REFUNDS

Upon receipt of your item, it will be inspected. If it is determined that it meets the requirements for return, you will receive an approved return confirmation email and your return will be processed.

Your refund will be for the purchase price of your item, less a 10% restocking fee. Shipping is not a refundable charge. Your refund will be returned to the original payment method and can take anywhere from 3-10 business days depending on your bank or account service provider.

If it is determined that your item does not meet the standard for a return you will receive a rejected return email. You will then have the option of having the item sent back to you at your expense.

CANCELLATIONS

At this time due to our swift turn around times we do not accept exchanges or cancellations.