

ABOUT OUR PRODUCTS, RETURNS AND EXCHANGES



A NOTE ABOUT OUR PRODUCTS

PLEASE NOTE THAT ALL SPLENDOR PRODUCTS ARE HANDMADE FROM ONE-OF-A-KIND RUNS OF ARTISANAL TEXTILE, THEREFORE, EACH IS UNIQUE. THE IMAGES SHOWN ARE NOT A PRECISE REPRESENTATION OF THE PRODUCT TO BE SHIPPED. EXACT COLORATION AND PATTERN PLACEMENT MAY VARY.

RETURNS AND EXCHANGES

WE DO OFFER RETURNS AND EXCHANGES IF YOU ARE NOT PLEASED WITH YOUR PRODUCT. TO RETURN OR EXCHANGE A PRODUCT, YOU MUST NOTIFY THE STUDIO WITHIN 72 HOURS OF RECEIVING THE PRODUCT BY EMAILING CONTACT@SPLENDORCOLLECTIONS.COM. YOU MUST SHIP THE PRODUCT BACK WITHIN 5 BUSINESS DAYS OF RECEIVING THE PRODUCT TO RECEIVE A REFUND OR EXCHANGE. IF YOU HAVE ANY QUESTIONS REGARDING RETURNS OR EXCHANGES, PLEASE EMAIL CONTACT@SPLENDORCOLLECTIONS.COM.

DAMAGED PRODUCTS

PLEASE NOTIFY THE STUDIO AT CONTACT@SPLENDORCOLLECTIONS.COM WITHIN 3 BUSINESS DAYS IF YOU HAVE RECEIVED A PRODUCT THAT HAS SIGNS OF DAMAGE. IF YOU RECEIVE A SHIPMENT WHERE THE BOX HAS BEEN DAMAGED (TEAR, CRASH, PUNCTURE) AND PRODUCT IS DAMAGED AS A RESULT, PLEASE SAVE ALL PACKAGING AND CONTACT SPLENDOR IMMEDIATELY AND WE WILL ARRANGE AN INSPECTION WITH THE CARRIER.

