



EARresistible by SwansDesign Shipping and Returning Details

Shipping Details:

PLEASE **DOUBLE CHECK** YOUR SHIPPING ADDRESS before completing checkout.

EARresistible by SwansDesign, is not responsible for a shipping address incorrectly entered by the buyer. The items are shipped in a sturdy box or a cushioned envelope to protect your purchase during mailing. I ship within 5-7 business days of receiving your paid order. Most of my items are made for you once ordered so I need those 5-7 days to create your order and then ship your order.

For delivery to the USA, I use USPS first class package with tracking (typically 2-5 days delivery once at the post office). You may choose to upgrade to Priority Mail at checkout. Choosing priority does not affect the processing time (5-7 days).

INTERNATIONAL orders will ship USPS first class international, or you can choose to upgrade to Priority Mail International small flat rate. International buyers need to be aware of any customs, import taxes, or other charges that they may be required to pay. The buyer is responsible for paying any charges with a separate transaction between buyer and their country. I do not pay customs charges or include that fee in my shipping costs. Also, items do not get marked as "gift" on the customs form.

A shipping fee of \$5.00 will be added to your total unless you spend \$75.00 or more.

Returns and Exchange Details:

Your satisfaction is very important to us. If you are dissatisfied for any reason, please contact EARresistible by SwansDesign (Swansdesign18@gmail.com) within 1 week of your item being delivered. I want you to be happy with your "EARresistible" purchase. Returns are accepted if the item is in the same condition it was received/delivered. Once I receive the item back, I will issue a refund for the original purchase price minus shipping. Purchaser is responsible for return shipping costs.

P.S. We love custom requests and are happy to accommodate your needs. Please note, however, that refunds are not offered on these orders.

Please contact us for any questions.

Thank you for your business!

Hugs,

EARresistible by SwansDesign