

Return & Exchange Policy

At Heritage Collections, we value quality, craftsmanship, and customer satisfaction. If you are not completely satisfied with your purchase, we are here to help.

Returns

Eligible items may be returned within **14 days of delivery** for a refund, store credit, or exchange.

To qualify for a return:

- Items must be unused, unworn, and in original condition
- Items must be returned in original packaging
- Proof of purchase or order confirmation is required

Non-Returnable Items

The following items are final sale and cannot be returned or exchanged:

- Custom or personalized pieces
- Clearance or sale items
- Worn, damaged, or altered items
- Gift cards

Exchanges

We gladly accept exchanges for eligible items based on product availability. Customers are responsible for shipping costs associated with exchanges unless the item arrived damaged or incorrect.

Damaged or Incorrect Orders

If your order arrives damaged or you receive the wrong item, please contact us within **48 hours of delivery** with:

- Your order number
- Photos of the item and packaging
- A brief description of the issue

We will work quickly to resolve the matter.

Return Shipping

Customers are responsible for return shipping costs unless the return is due to:

- A damaged item

- An incorrect order
- A confirmed product defect

We recommend using a trackable shipping method, as Heritage Collections is not responsible for lost return packages.

Refund Processing

Once your return is received and inspected, you will be notified regarding approval of your refund. Approved refunds will be issued to the original payment method within **5–10 business days**, depending on your financial institution.

Contact Us

For return requests or questions regarding your order, please contact:

Heritage Collections

Email: info@heritagecollectionstore.com

Website: www.heritagecollectionstore.com