



## Shipping & Returns

OPHELIA CROSSLAND

## Shipping Returns

We offer both local and international shipping on all our products. Customers are solely responsible for local taxes and duties.

Once your order has been shipped, our partner [www.ewadara.com](http://www.ewadara.com) will notify you with a tracking number and delivery dates.

Customers should note following with regards to returns and exchanges:

- At Ophelia Crossland Designs, we do not offer returns on sold products. Kindly note that once a payment has been accepted all sales are final.
- We will, however, exchange the product in the rare case it arrives in terrible condition. Customers must send an email to [customer.service@ewadara.com](mailto:customer.service@ewadara.com) with the reason for return within 2 business days of receipt of order.
- In such a situation, products must be returned in their original condition within 7-10 working days of receipt.
- We do not accept items that have been worn, washed and tags removed by the client.
- All return shipping costs are the responsibility of the customer.
- After you receive your package by our selected courier partner, packages become the customer's responsibility. Ophelia Crossland Designs Ltd cannot provide refunds for lost or stolen packages post-delivery. Missing packages claims must be filed by the customer.