



Return & Exchange Policy

Doorstep Return

- Customers may return an order while the **delivery personnel is still present** at the delivery address.
- If a customer wishes to return the order upon delivery, they must **inform the delivery personnel** before accepting the package. The order will then be treated as a return at the doorstep.
- Once the customer has accepted and received the order, a return **cannot be initiated** under the doorstep return option

Return for Exchange

- If a customer wishes to return an eligible product for an exchange, the customer may submit a **Return for Exchange request** through the Reoini Piercings customer portal.
- Reoini Piercings will only accept an exchange for a **size difference, jewellery of equivalent price or damaged product with concrete evidence of the same jewellery.**
- **In case of regular exchange customer has to pay an additional delivery charge.**
- **In case of damaged/defective product customer will get a free delivery & exchange of the same product bu submitting a photo through our customer care portal.**
- **Exchange product request timeline is within 3 days.**
- The request should be submitted through the designated return/exchange option on the portal and must include the required order and product information.
- Once the request is received, Reoini Piercings will send the requested jewellery **within 3-5 days.**
- The previous jewellery must be returned to the same delivery man.

Exchange Conditions

- Exchange requests are subject to product **eligibility and inspection** by Reoini Piercings.
- The product **must not be used, tarnished, damaged or broken** otherwise Reoini Piercings has the right to not provide an exchange for the order. Delivery fee is non refundable. Only exception is damaged product policy.
- Customers are advised to review their order carefully upon delivery and contact Reoini Piercings promptly if there is an issue with the received product.

Important Notice

- Customers should **carefully inspect their order before accepting the delivery** if they wish to exercise the doorstep return option.No doorstep return request will be initiated after the customer has accepted and received the order.
- **Return-for-exchange requests**, where applicable, must instead be submitted through the Reoini Piercings customer portal.
- Reoini Piercings reserves the right to **review and determine** the eligibility of each exchange request in accordance with this policy