

Vieve's Leaves - Return, Exchange and Refund Policy

We want you to be completely happy with your order. This Return and Exchange policy sets out our procedures for change of mind after purchase. This is distinct from the Warranty Policy which covers manufacturing issues /defects.

If you are not satisfied with your purchase, you can return it in its original condition within 30 days of the invoice date and we'll give you a full refund of the purchase price, excluding shipping and handling charges.

To make a return, please complete the [Vieve's Leaves Returns/Exchange Form](#) or [contact us on our Contact page](#) within 30 days of the invoice date to submit your request together with the proof of purchase (a copy of the official receipt) for the product being returned, and a member of our staff will contact you thereafter to provide assistance and further instructions. A return will not be possible without first completing the [Vieve's Leaves Returns/Exchange Form](#). Someone will contact you within 24 hours of your submission.

We may, in our sole and absolute discretion, charge a restocking fee of 5% of the purchase price of the product returned.

Additionally, you will have to bear all delivery costs (if any) associated with the return and exchange of the product. Once we have confirmed the return of your product, we will arrange for delivery of your newly selected product to your shipping address.

All products must be returned to us in original or brand-new condition, showing no signs of wear or use. The returned products must also include all original packaging, labels, stickers, seals, manuals, accessories, and still have their protective materials unremoved and intact.

This Return and Exchange Policy does not apply to items with marked down prices, as they will be sold as is.

Non-returnable Products

This Return and Exchange Policy does not apply to the following products which are non-returnable: Products not purchased direct from Vieve's Leaves, our online stores, discounted items, items identified as non-returnable, demo gear, private label products once Authorization for Production Form is signed, unless the finished product does not meet specifications indicated on the signed Authorization Form. (custom/special orders and items we don't stock.)



Abuse of Return and Exchange Policy

We've created this Return and Exchange Policy to make sure our customers receive the product of their choice. We may, in our sole discretion, limit or suspend return privileges for customers who make fraudulent returns, violate and/or abuse the terms of this Return and Exchange Policy, including, but not limited to, making excessive returns, returning products that are no longer in original and brand-new condition, returning products that they have not purchased etc. We reserve the right to amend this policy at any time at our discretion.

Amendment

We may, in our sole and absolute discretion, amend the terms of this Return and Exchange Policy at any time and without notice to you.

