

## Returns and Exchanges Policy

Letters by Linda

www.lettersbylinda.com

www.etsy.com/ca/shop/LettersbyLindaDesign



lettersbylindadesigns@gmail.com



@LettersbyLindaDesigns

## Concerns, Returns and Refunds Policy

We would like to thank you for purchasing one of our products from Letters by Linda through our Etsy shop.

Letters by Linda is committed to 100% customer satisfaction. If you are unsatisfied with your purchase for any reason, we encourage you to contact us within 30 days of the delivery date. The sooner we know about your concern, the better we can assist you in correcting the situation.

Depending on the nature of your concern we will do our best to make it right by:

1. Making suggestions for easy solutions you are able to do from home, or;
2. Offering to recreate your purchased product and ship it at no additional cost to you
3. Offering to recreate your purchased product in one of our other available styles and ship it at no additional cost to you.

The following terms and conditions apply to customer concerns:

1. To start the reconciliation process, you will need to e-mail us at lettersbylindadesigns@gmail.com and provide your original purchase receipt as well as a description of the concern.
2. Re-creations that are the result of a concern will only be started once we have received your returned product.
3. Products may be deemed ineligible for re-creation for any of the following reasons:
  - a. The concern is brought to us after 30 days of the delivery date regardless of the reason.
  - b. The final product is not as expected, but the continuation of production was sanctioned by you despite being issued warnings, concerns, alternatives and periods of customer feedback prior to and during the production process.
  - c. There are obvious signs of consumer damage to the product.
  - d. The purchaser's or intended recipient's personal situation has changed (i.e. relationship breakdown, relocation, and other situations deemed appropriate by Letters by Linda).  
*\*Some exceptions may apply and are at the discretion of Letters by Linda. \**
4. The customer is responsible for any return postage costs.

In the instance we are not able to find a suitable solution to your concerns you may have the option to return your purchase within the designated 45 days of the delivery date and have a refund issued.

The following terms and conditions apply to customer refunds:

1. To start the refund process, you will need to e-mail us at lettersbylindadesigns@gmail.com and provide your original purchase receipt as well as the reasoning for the return.
2. Refunds will be issued only once we have received your returned product, and repayment will be processed via the same method as the original payment.
3. Due to the nature of our products, issued refunds will be the total cost of your purchase less the cost of the raw materials that were used in the production of the product.

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4. Products may be deemed ineligible for refund for any of the following reasons:
  - a. The request for refund is received after 30 days of the delivery date regardless of the reason.
  - b. The purchase was a seasonal special.
  - c. The final product is not as expected, but the continuation of production was sanctioned by you despite being issued warnings, concerns, alternatives and periods of customer feedback prior to and during the production process.
  - d. The purchaser's or intended recipient's personal situation has changed (ie. relationship breakdown, relocation, and other situations deemed appropriate by Letters by Linda).  
*\*Some exceptions may apply and are at the discretion of Letters by Linda. \**
5. The customer is responsible for any return postage costs.

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## Exchanges and Cancellations Policy

We would like to thank you for purchasing one of our products from Letters by Linda through our Etsy shop.

Letters by Linda is committed to 100% customer satisfaction. If you are unsatisfied with your purchase for any reason, we encourage you to contact us within 30 days of the shipping date. The sooner we know about your concern, the better we can assist you in correcting the situation. As a result of our dedication to addressing any of your concerns as outlined above in our Concerns, Returns and Refunds Policy, Letters by Linda does not accept exchanges.

Similarly, due to the nature of our products Letters by Linda does not accept cancellations following the first 24 hours after the initial purchase, regardless of the reason. In the event of a cancellation past the 24-hour period following the initial purchase no refund will be given. *\*Some exceptions may apply and are at the discretion of Letters by Linda.\**