

Refund Policy

At **Inocia.shop**, we strive for your satisfaction. Please review our refund and exchange terms below:

Refunds

- All sales are **final** unless the item arrives damaged or defective.
- Custom orders (e.g., dresses) are **non-refundable** once the deposit is received and materials are purchased.

Exchanges

- Exchanges are allowed for **unworn, undamaged items** with original tags within **7 days of delivery**. Custom orders are excluded.

Damaged or Defective Items

- If you receive a damaged or defective item, contact us within **48 hours of delivery** with photos of the damage and your order details.
- If approved, you may choose between a replacement, store credit, or a refund.

Non-Refundable Items

- Custom dresses and made-to-order items.
- Sale or clearance items.
- Items damaged due to misuse or improper care.

Return Shipping

- Return shipping costs are the customer's responsibility unless the return is due to a mistake on our end.

Thank you for shopping with **Inocia.shop**! If you have any questions, don't hesitate to contact us at inociashop@gmail.com.