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ENNAIA RETURN POLICY

We want you to be completely satisfied with any ENNAIA you purchase through our website.

If your ENNAIA doesn't meet your standards or you simply change your mind, you can return any ENNAIA to us within fifteen (15) days of receiving it. Keep in mind that your ENNAIA must be in its original condition to qualify for a refund or replacement.

- A. If your ENNAIA is defective, incorrect, developed a fault, or has been damaged in transit, please contact our support team. We will replace it for free and cover any additional shipping costs required.

A full refund will be made via your original payment method 5 – 10 business days after your ENNAIA is received by us.

Please check your piece when arriving, since we will not accept any returns for defective, faulted or incorrect pieces after 5 days from delivery.

- B. If you choose to return your ENNAIA because you changed your mind or simply don't like it, you will be required to cover the shipping costs of returning the piece. You will have seven (7) working days after the return is confirmed by the support team to send the product back to us, following the instructions sent by the team.

support@ennaia.com

We cannot accept responsibility for products damaged or lost in the return shipping process. The refund will be released within 5 – 10 business days once the product arrives to our designated facility.

Please note that a 15.0% restocking fee will be deducted from the order value.

- C. Once the order is confirmed, it cannot be canceled. If the client decides not to receive or collect the piece, after 30 days from the first delivery attempt, the order will be considered abandoned. No refunds will be issued for abandonment. After 30 days from the first attempt, ENNAIA may return the product for resale.

At all times, ENNAIA will communicate to the client the status of its order. Please reach out to the support team if you have any doubts or concerns, the team will help you resolve any issue.

To request a refund for any of the above reasons, please follow these instructions:

1. Email us at support@ennaia.com:
 - Use the email subject line: ENNAIA Return – (Your Name).
 - Provide your general order information including the order number and ENNAIA name.
 - Provide the reason for your return.
 - Include photographic proof if product is defective, damaged in transit, developed a fault, or was incorrectly supplied.
2. The ENNAIA team will get back to you within 48 hours after receiving the email with further instructions on the return process and conditions.

support@ennaia.com

3. Repackage your ENNAIA using the original packaging materials. Do not throw away any of the packaging materials for at least 15 days after receiving your ENNAIA. No returns will be accepted without the original packaging.
4. Once your ENNAIA is packaged, you must send photo proof that you have properly repackaged your ENNAIA to the support team before we can confirm the return process and refund conditions.