

307 Family Crafters-

Returns & Exchanges Policy

Due to the personal nature of our skincare and body products, **all sales of these items are final.**

For other products — including blankets, crafts, candles, and wax melts:

- Returns are accepted within **7 days of delivery** if items are unused, in original condition, and in original packaging.
- **Personalized or custom-made items are non-refundable**, unless damaged during shipping.
- Candles and wax melts must be unused and unlit to qualify for return.

If your order arrives **damaged**, please contact us within **2 business days of delivery**, including clear photos of the damage and the packaging. We'll work with you to resolve the issue as quickly as possible.

We do not accept returns or offer refunds due to:

- Scent or fragrance preferences
- Skin sensitivities or allergic reactions
- General dissatisfaction if the item matches the product description

Please read all product descriptions carefully before placing your order. The customer is responsible for return shipping costs unless the item was damaged or incorrect. Refunds, when applicable, are issued to the original payment method once we receive and inspect the returned item.