

c a s a t ü m ü

RETURNS AND REFUNDS

Thanks for shopping at casatumu.com

Remember that due to the handmade nature of pottery and other materials, colors and sizes may vary slightly. If you are not entirely satisfied with your purchase, we're here to help you every step of the way!

SHIPPING

process. We ship using UPS and USPS first class mail; once the shipping label is created, we will send you an e-mail with the tracking information. Express shipping is available for an extra charge.

RETURNS

You have 30 calendar days to return an item from the date you received it. Your item needs to have the receipt or proof of purchase. To be eligible for a return, your item must be unused and in the same condition that you received it, in the original packaging. Once we receive your item, we will inspect it and notify you when we receive the returned item. If your return is approved, we will initiate a refund to the credit card (or original method of payment). You will receive the credit within a certain amount of days, depending on your card issuer's policies.

REFUNDS AND CANCELLATIONS

Our goal is to see our customers happy and pleased with every purchase, so if for any reason, you would like to cancel an order, please contact our customer service at conciierge@casatumu.com. If the order hasn't shipped, we will cancel it and refund you 100% of the order. Our commitment is to fulfill your order as fast as possible, so we might not be able to cancel the order once it has been shipped. You can still return the items to casa tumu prior approval for store credit only, minus shipping.

jewelry, or special occasion apparel. All other items will be refunded for store credit only, with prior approval from Casa Tumu, minus shipping. When you receive your items, please make sure they meet your expectations; in case you would like to return your order or part of your order, send us an email to conciierge@casatumu.com within 72 hours from receiving your package.

Buyers are responsible for shipping cost on exchanges; including duties and customs fees incurred on the package (on both the original and return shipment), items must be returned on its original condition. Buyer is responsible for any alterations to the item's condition.

Casa Tumu is not responsible for damages, loss of packages that may occur to return merchandise during shipping. Please send all returns with proof of delivery.