

KYRIAKO BOW RETURNS & EXCHANGES

We want you to love your Kyriako Bow purchase. However, if you are not completely satisfied, we are happy to help you with returns and exchanges under the following terms:

Return Window

Our return policy is valid for **14 days** from the date you receive your order. To be eligible for a return, the item must be unused, unworn, and in the same condition you received it, with all original tags and packaging. Items showing signs of wear, stains, or damage will not be accepted.

Return Authorization

To initiate a return, please contact us at info@kyriakobow.com or **416-898-7158** within **14 days** of receiving your order. Once we receive your request, we will provide you with a return authorization number. Please note, returns sent without this authorization number will not be processed or refunded.

Non-Returnable Items

Certain items are non-returnable, including:

- **Sale items** (final sale)
- **Custom or personalized items**
- **Hygiene-sensitive products** (e.g., bow ties with removed or damaged tags)
- **Gift cards**

Refunds

Once your return is received and inspected, we will notify you via email about the status of your refund. If approved, your refund will be credited to your original payment method. Please allow **5-7 business days** for the refund to reflect in your account.

Shipping Costs are non-refundable. If you received free shipping on your order, the cost of shipping will be deducted from your refund.

Return Shipping Costs

For returns due to a defect or an error on our part, we will cover the return shipping costs. For all other returns, customers are responsible for shipping fees. We recommend using a **trackable shipping service** or purchasing **shipping insurance** for returns, as we cannot guarantee we will receive your returned item.

Exchanges

If you would like to exchange your item for a different size, color, or style, please contact us within **14 days** of receipt of your order. You must receive a return authorization number before returning the item. Exchange shipping costs are the responsibility of the customer, and the item being returned must be in unused, unworn condition with original tags attached.

Once we receive your returned item, we will ship your new item out to you. You will be responsible for shipping fees for the new item and will be sent an invoice for the shipping cost once the exchange is processed.

Customer Responsibility

You are responsible for return shipping costs, including any customs duties, taxes, handling, or brokerage fees. Kyriako Bow is not liable for any additional charges applied during the return process. Please ensure you are aware of any possible charges before returning your items.

Shipping Insurance

For returns over **\$75**, we recommend using a **trackable shipping service** or purchasing **shipping insurance**. We cannot guarantee that we will receive your returned item, and we cannot accept responsibility for lost or damaged returns.

To Return Your Product:

1. Contact us within **14 days** of receiving your order to request a return authorization number.
2. Include the return authorization number on the outside of the package.
3. Place your unused item in the original packaging.
4. Include proof of purchase inside the package.
5. Ship the return to:

Kyriako Bow

744 Queen Street East

Toronto, ON, M4M 1H4, Canada

Tel: 416-898-7158

If you have any questions, please don't hesitate to contact us at **info@kyriakobow.com**.