

LUXE VEi RETURN & EXCHANGE POLICY

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At LUXE VEi, each product is made with exceptional attention to detail and crafted specifically for you. Because many of our items are customized, we have a limited return and exchange policy. Please read the following terms carefully before placing your order.

1. RETURN & EXCHANGE WINDOW

Eligibility Period: Clients may request returns or exchanges within 7 days of delivery.

Requests made after 7 days may be declined.

2. CONDITION FOR RETURNS & EXCHANGES

We take pride in the quality and craftsmanship of our apparel.

While all sales are final for customized pieces, we will gladly accept returns or exchanges under the following conditions:

- The item received is defective, damaged, or significantly different from what was ordered.
- The item received is incorrect (wrong product, color, or size sent due to our error).

Please Note:

We do not offer returns or exchanges for:

- Customer error in size selection
- Change of mind after the order is placed
- Custom designs that match the approved mockups

And to qualify, the item must be:

- Unused and in original, saleable condition
- Returned with all original tags and packaging intact

3. TIME FRAME AND HOW TO INITIATE

To be eligible for a return or exchange, you must notify us of the issue within 7 calendar days of receiving your order. Claims made after this window may not be accepted.

To submit a claim, please email us at returns@luxevei.com with the following:

- Order number
- A clear description of the issue
- Photos showing the defect or incorrect item

4. RETURN AUTHORIZATION AND INSTRUCTIONS

Our team will respond within 2-3 business days to assess the claim.

If your claim is approved, you will be provided with return instructions. Do not send any items back without prior authorization. Unauthorized returns will not be accepted or refunded.

Return shipping is free if the mistake is on our end (defective or incorrect item).

In all other cases, the customer is responsible for return shipping.

Items must be returned in their original condition: unworn, unwashed, and with original tags (if applicable).

5. SHIPPING RESPONSIBILITY

Defective/manufacturer error: We will cover return shipping and offer a replacement at no extra cost.

Error from client side (e.g., wrong size or color): Client is responsible for return shipping.

LUXE VEi will ship the corrected item upon receipt.

6. EXCHANGES & REFUNDS

If the returned item is eligible for exchange and stock allows, we will send a replacement of the same product.

In cases where an exchange cannot be made (due to discontinued styles, limited runs, or customization limitations), a refund or store credit may be offered.

Refunds will be issued to the original payment method within 7-10 business days after inspection and approval.

Items failing inspection (used, damaged, worn) may be denied return or subject to a restocking fee.

Please note:

Shipping fees (if any) are non-refundable unless the item was sent in error.

LUXE VEi is not responsible for returns lost in transit; we recommend using a tracked method of shipping for any returns.

7. NON-RETURNABLE ITEMS

Because all custom apparel is made specifically for each customer, we cannot accept returns for reasons such as:

- Custom garments, personalized/promotional items
- Accessories like socks, caps, or gym bags (unless defective)
- Design changes after approval
- Personal preference after seeing the final item
- Incorrect size or measurements provided by the customer

We encourage customers to review all sizing charts, product details, and mockups carefully before approving an order.

8. ADDITIONAL GUIDELINES

Any custom design submitted by the customer remains their intellectual property. We will not use, reproduce, or share your designs with third parties without written consent.

All design files and communication related to custom work are kept confidential and are used solely for the purpose of fulfilling your order.

Transactions go through a quality check before refund or exchange.

LUXE VEi reserves the right to refuse returns that do not meet the policy criteria.