

Returns, Refunds, and credits

We at Avalon Gifts pride ourselves in producing high-quality hand-made goods every day that bring joy to our customers. If you receive a product that is damaged in shipping, defective, or that is not the product you ordered and you would like to return it, let us help you with a refund/credit.

Refunds must be requested within 30 days of purchase date and require proof of purchase, such as the invoice that was mailed to you or the original credit card used for the purchase.

Items must be in their original condition: unwashed, unworn, in like-new condition.

Items which are damaged during shipping (prior to initial delivery) or are defective may be returned at any time

Returns requested after 30 days will receive store credit in the amount of the original purchase. Returns/refunds may not be requested more than 90 days from date of initial purchase.

Please contact customer service to initiate the return and refund process.

Use our prepaid return label

You will get free shipping on your return by using our pre-paid label. You will receive this label via e-mail once your return is initiated. Simply print the label, attach to package, then take it to an authorized drop off location.

Custom orders

Custom and personalized orders made especially for you are nonreturnable and non-refundable. Custom Order items are items where a customer has requested specific attributes (e.g., finish, color, size) or where a manufacturer builds only to order.

Final sale and nonreturnable items

Sale merchandise cannot be returned. Other nonreturnable purchases include custom orders, digital content, gift packaging, opened consumable items, and items returned that are unsanitary, missing major contents or not in a like-new condition.

What happens next?

As soon as we receive your returned item, we refund the purchase amount to the original method of payment, such as the credit card used for the order. If the refund is applied to your credit card, your credit card company may take up to 10 additional business days to post the refund to your account.

NOTE: We do not accept C.O.D. deliveries. If you choose not to use our prepaid shipping label, shipment is at your expense. Also, we don't refund original shipping and handling charges