

Exchange policy

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, let us help you with a replacement.

Items may be replaced with an identical item that which was damaged/defective or, if item is no longer available, with a similar item of identical price.

Please contact customer service to initiate your exchange.

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.

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.

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.

exchanging a gift

Did you get a gift that's the wrong size or color? We can help you exchange it, or return it for store credit for the original price paid.