

OLIVELA

ORDER NUMBER: //

ORDER DATE:

SHIP TO

THANK YOU FOR YOUR ORDER

You've increased your impact.

PACKAGE CONTENTS

ITEM	QTY	DESCRIPTION
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RETURN POLICY

We collaborate closely with our designers in two key ways: To support our mission to give back and to reduce our carbon footprint. Some items in your order may be shipped to you directly from those partners and arrive in their packaging.

To initiate a return, please log into your Olivela account, open your order history, and click "Return an Item".

To qualify for a refund, all returned items must be in unused, unworn, unwashed, and undamaged condition, and in the original packaging with all original designer, swimwear adhesives, and seal tags attached. Packaging may include hangers, plastic wrap, boxes, dust covers, and garment bags. Cosmetics must be unopened to qualify for a refund. As indicated on your order confirmation, select jewelry and cosmetics, including wellness and false eyelashes, are final sale and cannot be returned. We reserve the right to decline any returns that do not meet this criteria.

Returns must be received within 30 days of the item's ship date. Once we have received and processed your return, refunds will be issued via the original method of payment. Purchases made using a gift card or store credit will be refunded as credit to your Olivela account. Please allow up to 14 days for processing.

Please contact our customer care team at help@olivela.com if you have any questions.