

Returns & Guarantee Policy

At ByIslandCrochet, each crochet item is handmade with love and care. We want you to be completely happy with your purchase. Please review our returns and guarantee policy below:

Returns & Exchanges

Timeframe: You may request a return or exchange within **14 days** of delivery.

Condition: Items must be returned **unused, unwashed, and in original condition** with tags/labels (if applicable).

Custom Orders: **Custom or personalized orders are non-refundable** unless they arrive damaged or defective.

Process: To request a return, please email us at intheislandcrochet@gmail.com with your order number and reason for return.

Refunds

- Refunds will be issued to the **original form of payment** once the returned item is received and inspected.
- Shipping costs are

non-refundable unless the return is due to our error (e.g., wrong or damaged item).

- Refunds may take **5–10 business days** to appear on your statement.

Damages & Issues

- Please inspect your order upon delivery. If the item is defective, damaged, or incorrect, contact us within **3 days** so we can make it right.
- We may request photos to help with the resolution process.