

Returns & Exchanges Policy

We want you to love your E&R Creations piece. If something isn't quite right, please read the guidelines below:

Returns

- Items must be returned within 14days of delivery.
- Items must be in their original condition – unworn, unused, and in original packaging.
- Earrings cannot be returned for hygiene reasons unless faulty.
- Return postage costs are the responsibility of the customer.

Exchanges

We accept exchanges for sizing or style issues within 14days. To begin an exchange, contact us at ercreations09@gmail.com.

Faulty and Damaged Items

If your item arrives faulty or damaged, please contact us within 7 days with clear photos. We'll arrange a replacement or refund.

Refunds

Refunds will be processed to your original payment method (via Stripe or Afterpay) once we receive the returned item. Please allow 3 – 5 business days for the refund to appear, depending on your bank or provider.