**“Shipping policies”**

 

Items are ready to ship within 1–3 business days upon receipt of payment.

Custom orders may take up to 5-10 business days - upon receipt of payment.

Tracking information will be sent to the customer via email provided / conversation once shipped.

Items are usually shipped by **USPS**.

The risk of loss and title for all products purchased by you and shipped by Lenaj Collection LLC pass to you upon Lenaj Collection LLC’s tender of the products to the carrier for delivery by the carrier to your specified delivery address. The risk of loss and title for all products purchased by you and shipped directly by one of Lenaj Collection LLC ‘s vendors pass from such vendor to you upon such vendor's tender of the products to the carrier for delivery by the carrier to your specified delivery address. Notwithstanding the agreement that risk of loss for any package passes to you upon delivery to the carrier, to accommodate our customers, Lenaj Collection LLC will assume responsibility for any damage or loss in transit or for non-delivery, provided that Lenaj Collection LLC receives a written notice of claim within the earlier to occur of (i) forty-five (45) days from the order date, (ii) thirty (30) days from the shipment day, or (iii) twenty (20) days from the date when the shipment was delivered to your specified delivery address. Lenaj Collection LLC’s assumption of responsibility for damage or loss in transit or for non-delivery terminates if a written claim is not timely received by Lenaj Collection LLC. In any event, Lenaj Collection LLC’s responsibility is limited to either replacement of the merchandise, or at Lenaj Collection LLC’s sole option, return of the purchase price and shipping charges. Once the package is delivered to your specified delivery address, Lenaj Collection LLC’s assumption of responsibility for non-delivery terminates. Any package signed for at your specified delivery address or delivery at your specified delivery address is verified in writing by the carrier shall be conclusively deemed delivered to your specified delivery address.



All materials must be returned to Lenaj Collection LLC within 7 business days (from delivery date) for a full refund to be considered. Refunds will be issued upon receipt of all materials and inspection of all the pieces.

When returning items, it is recommended that you put insurance on the package.

Lenaj Collection LLC is NOT responsible for your RETURN being lost or damaged in the mail.

**Please note:** **Refund does not include shipping or tax**.

\*\*Custom orders are non-refundable.\*\*