



Shipping

It is important to me that you love your new Jamil Arabesque Product. All items are made with care and attention to detail.

We ship via Canada Post, which ranges from 2-10 business days depending on the destination. If you need it sooner please [contact me](#). Please note, estimated shipping time does not include our 1-3 business days processing time.

At this time we do not ship orders to Mexico.

Items selected from the photographs from my website may appear different to items featured in photographs, internet or on this website. Color and tonal variation are likely to occur.

Returns

I gladly accept returns, exchanges, and cancellations.

For returns and exchanges please contact me within: **14 days of delivery** through my website as soon as you are able (**please include your order number**).

Ship items back to me within: **30 days of delivery**

Order cancelation:

Request a cancellation within: **12 hours of purchase**

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

Conditions of return

Buyers are responsible for return shipping costs. If the item is not returned in its original condition, the buyer is responsible for any loss in value.

Questions about your order?

Please contact me at if you have any problems with your order. I will respond with more detailed return instructions. To complete your return, we require a receipt or proof of purchase.

Refunds (if applicable)

Your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, **within 30 days**.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at info@jamilarabesque.com.

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are defective or damaged. Natural variations in fabrics, colors, tones or artistic details may occur and are not a basis for exchange or refund. If you need to exchange it for the same item, send us an email at info@jamilarabesque.com and send your item to: **74 Glenthorn Ave, Charlottetown, PE C1A 9B5 Canada**

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.