

Terms and Conditions of Sale

1. All prices are indicated in Euros and include VAT (Value Added Tax).
2. Orders are processed upon receipt of full payment.
3. Shipping costs are included for EU countries and Turkey but might differ for other ; for others calculation be based on the destination and shipping method in which the customer will be notified.
4. Due to limited edition stocks, delivery times are estimated and not guaranteed. Elciela Editions cannot be held responsible for delays due to customs, carrier issues, or force majeure.
5. Customers have the right to return products within 30 days of receipt for a full refund, provided that the items are unworn, unwashed, and in their original condition.
6. In case of defective or damaged products, customers should contact customer support within 48 hours of receipt to arrange for a return or exchange.

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Refunds and Returns Policy

At Elciela, we want you to be completely satisfied with your purchase. If, for any reason, you are not happy with your order, we offer a hassle-free return policy. Please read the following guidelines carefully:

30-Day Return Policy

Our return policy allows you to return items within 30 days from the date of purchase.

Eligibility Criteria for Returns

To be eligible for a return, your item must be unused, undamaged, and in the same condition as you received it. It must also be in the original packaging. To complete your return, we require a receipt or proof of purchase.

Late or Missing Refunds

If you haven't received a refund yet, please check your bank account again. Then contact your credit card company, as it may take some time before your refund

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

Return Process

If you have any questions or require additional information

Return Shipping

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.

Contact Information

For any questions regarding returns, feel free to reach out to our customer service team at info@elciela.com. Thank you for choosing Elciela. We appreciate your understanding and cooperation with our returns policy.