

Return Policy

Effective Date: March 24, 2026

At Sonia's Expressions of Love LLC, we take pride in our handcrafted items. Due to their unique nature, our return policy is as follows:

1. Eligibility for Returns

We accept returns or exchanges only if:

- The item is **damaged or defective**, or
- You received the **wrong item**

You must contact us within **7 days of delivery**.

2. Non-Returnable Items

- Custom or personalized items
- Used or altered items
- Sale or clearance items

3. Refunds

If approved:

- Refunds will be issued to the original payment method
- Processing time: 5–10 business days

4. Exchanges

We may offer replacements for damaged or defective items, depending on availability.

5. Shipping Costs

- Customers are responsible for return shipping unless the item was defective or incorrect
- Original shipping fees are non-refundable

6. New York Consumer Protection Notice

This policy complies with **New York General Business Law**, including requirements that refund policies be clearly disclosed. By making a purchase, you acknowledge and agree to this policy.

7. How to Request a Return

Please call or email for physical mailing address

Email: soniasexpressionsoflove@gmail.com

Phone: 716-816-9585

Address: Buffalo, NY 14215

Email us at: soniasexpressionsoflove@gmail.com

Include:

- Order number
- Description of issue
- Photos (if applicable)