

Return Policy

Not feeling quite right? Damaged, defective, or incorrect item?

Don't worry, we'll make it right for you. If you're planning to make a return for a product that you purchased from QueenLiah, contact us directly via info@queenliah.com or (+1 626 977 6970). At QueenLiah, we handle returns on a case-by-case basis with the ultimate goal of making our customers happy. We stand behind our goods and services and want our customers to be satisfied with what we have to offer. We'll always do our best to take care of you, standing along with our philosophy - to deal with them fairly and reasonably.

Breathe easy, returns are free!

Find answers to your questions regarding your returns.

1. Can I return an item purchased online?

Yes, of course, you can return an item purchased online through the QueenLiah website. (www.queenliah.com)

2. How can I return an item purchased online?

It's a very simple process which you need to follow. First, inform about your returning item to info@queenliah.com and place your item(s) in the reusable shipping bag or box (make sure that the barcode portion of the label is visible). Next, drop off the package to any **(courier service name)**. Please ensure you affix the below address on the package before handing it over to the courier service. (Tape the shipping label to the outside of the package).

Address:

11741, Glenoaks Blvd, San Fernando, California, 91340, USA

Once we receive and process your order, we'll issue the refund amount to be processed into your account and send you an email when this transaction has taken place.

3. How will I be refunded for my return?

We issue refunds for returns in the form of full cash refund or store credit that's applied directly to your account on QueenLiah, whichever the method you prefer.

4. Which items aren't eligible for return?

In order to receive the refund, returned items must be unused, unaltered, and should be in original packaging with tags attached. Be sure to include any warranty cards and accessories, if applicable. Also, do not forget that the apparel must be unworn and unwashed.

5. What if the item I received is damaged, defective, or not the correct one?

We want your shopping experience to be a happy and pleasant one from beginning to end. If there is an issue with the item you received, please do not hesitate to contact us at info@queenliah.com or +16269776970 so we can make things right.

6. Within how many days do I have to make a return?

You have **2 days** to submit a return request and ship your item back to QueenLiah since the date you receive a return-eligible item.

7. What are your return fees?

For single-item returns, the fee is \$4.95. For returns of two to five items, the total fee is \$8.95. An additional \$8.95 will be deducted if you make a return of six items or more, continuing in increments of five. These shipping & handling fees include labor and material costs, packaging, and restocking fees. You'll be notified about the refund amount once we initiate the refund process.

8. Do you give store credit for my returns?

Yes, we do offer store credits for the eligible returns, upon your request. Store credits will be credited into your QueenLiah account and you can utilize them when you place your next order with QueenLiah. If a special request is not received, we will proceed with a direct refund to your credit card.

9. How do I use my store credit?

Any store credits on your QueenLiah account are typically applied automatically during checkout, but cannot be used with PayPal express checkout. Please contact Customer Service at info@queenliah.com or +1 626 977 6970 before placing your order if you are unsure how to use your store credit.

10. Are there any conditions for returns?

Yes. If you're having second thoughts about your purchase, and if it was made **within 30 days from the day of delivery**, we can return it. Don't forget, we'll need your items to be unwashed and unworn, with the price tag still attached along with your proof of purchase (the receipt). If 30 days have passed from the day of delivery, unfortunately, we are unable to offer you an exchange or refund.

11. What is my item to be returned does not meet the conditions?

Do you think your item does not meet the conditions of returning an item? Please drop an email to info@queenliah.com. We'll make sure to get back to you with the best possible solution.

12. I lost my price tag. How can I return my item?

Oh, we're sorry that you've lost the price tag. Kindly note that **we do not accept any item that returned without a price tag nor do we process the refund for your return.**

13. Has your return policy changed due to COVID-19?

In short, yes! We know these are challenging and unpredictable times, and we really do want to do what we can to make things a little easier for you. In case if you are unable to send in your return within our usual timeframe (**within 30 days of receipt of the item**), **we'll still honor your return request.**

However, please keep in mind that as we work to prioritize the wellbeing of our customers and team members, some return processing may also be delayed by several business days. We highly appreciate your patience in this regard.

14. Can I exchange an item purchased online?

We're sorry to inform you that any item purchased **online cannot be exchanged** to another item available on the queenLiah website.

15. Can I return an item that was on sale?

Please note that all sale items and items on daily deals cannot be returned.

16. How long will it take for my refund to be processed?

Once your item is received and inspected, we will send you an email to notify you that we received your returned item and that it qualifies for a refund. Your refund will then be processed and a credit will automatically be applied to your credit card or the original method of payment.

It takes 8-10 days for us to process the refund for the returned items. You will receive a confirmation email once it has been processed. There could be delays due to the current Covid-19 situation and we highly appreciate your patience. If your refund is not credited within 14-21 days from the date you receive the confirmation email, please contact **+1 626 977 6970 or info@queenliah.com.**

17. How do you process my return if I paid with PayPal (U.S.)?

If the full amount of your purchase was made with PayPal, your refund will be credited to the same PayPal account.