

# **Refund & Return Policy – The Style Space Shop**

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At The Style Space Shop, we want you to love your purchase. Because our products are fulfilled by trusted third-party suppliers through Modalyst, our return and refund process may vary by product and supplier. We work closely with our partners to ensure quality and accuracy in every order. However, if your item arrives damaged, defective, or not as described, please contact us within 7 days of delivery so we can assist you promptly.

## **1. Returns**

Most items are eligible for return within 14 days of delivery if unused, in original condition, and with all packaging intact. To begin a return, email [info@thestyle.space.shop](mailto:info@thestyle.space.shop) with your order number, photos (if applicable), and reason for return. We'll confirm eligibility and provide the correct return address and instructions. Returns sent without prior authorization cannot be processed. Rugs and décor items may be shipped directly from different suppliers, so return shipping instructions may differ by product.

## **2. Non-Returnable Items**

Certain products cannot be returned, including custom or made-to-order items, clearance or 'Final Sale' products, digital downloads or design services, and gift cards.

## **3. Refunds**

Once your return is approved and the product is received in acceptable condition, a refund will be issued to your original form of payment. Please allow 5–10 business days for refunds to appear, depending on your bank or credit card provider. Shipping costs are non-refundable unless the return is due to a damaged or incorrect item.

## **4. Exchanges**

We do not currently offer direct exchanges. If you'd like a different item, please return the original order and place a new one.

## **5. Damaged or Incorrect Items**

If your order arrives damaged or defective, take clear photos of the product and packaging. Contact us within 7 days at [info@thestyle.space.shop](mailto:info@thestyle.space.shop). We'll arrange a replacement or refund as quickly as possible.

## **6. Questions**

If you have any questions about your order or our return process, contact us at [info@thestylespace.shop](mailto:info@thestylespace.shop). We aim to respond to all messages within 1–2 business days.