

Refund and Returns Policy

Right of Withdrawal

You have the right to withdraw from this contract within fourteen (14) days without giving any reason.

The withdrawal period is 14 days from the day on which you or a third party designated by you (other than the carrier) takes possession of the goods.

To exercise your right of withdrawal, you must inform us of your decision to withdraw from this contract by a clear statement (for example, a letter sent by post or email).

Contact details:

Julia Welt
Am Hirtengraben 33
14480 Potsdam
Germany

Email: support@juliawelt.de

Consequences of Withdrawal

If you withdraw from this contract, we will reimburse all payments received from you, including the costs of standard delivery (excluding additional costs resulting from your choice of a delivery method other than the least expensive standard delivery offered by us).

The refund will be made without undue delay and no later than 14 days from the day we receive notification of your withdrawal.

We may withhold reimbursement until we have received the returned goods or until you have provided proof that you have returned the goods, whichever occurs first.

Refunds will be issued using the same payment method that you used for the original transaction unless expressly agreed otherwise.

Return Conditions

Returned items must be sent back in their original condition and packaging where possible.

Customers are responsible for the cost of returning the goods, unless the product is defective or damaged upon delivery.

Exclusion of the Right of Withdrawal

The right of withdrawal does not apply to goods that are made to the customer's specifications or clearly personalized.

Since many of our products are custom-made or personalized, they are excluded from the right of withdrawal according to §312g Abs. 2 Nr. 1 BGB.

Returns are only accepted in the following cases:

- The item is defective
- The item arrived damaged during delivery
- The wrong product was delivered

Contact

If you have any questions about refunds or returns, please contact us:

Email: support@juliawelt.de