



Refund Policy for Consuela Nicole Enterprises, LLC

Refund Policy for Goods and physical merchandise

We offer refunds on the purchase of goods up to 48 hours after purchase. After 48 hours, the purchase is non-refundable.

Where items have been made or personalized for you, they are non-refundable unless defective. Please be sure to confirm all items and choices prior to purchasing.

If your item is defective, please send us an email at our contact email address Smile@ConsuelaNicole.com and we will provide you with the address to return your items. To be eligible to return an item for a refund, it must be unused and in the same condition that you received it. It must also be in the original packaging. Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund and will process your refund within seven business days after the returned item is confirmed to be in reasonable condition.

When you are returning items, you should consider using a trackable shipping service or purchasing shipping insurance. You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.

Refund policy for services

Please review your signed contract

Consuela Nicole Enterprises, LLC

Smile@ConsuelaNicole.com