

SHIPPING & RETURNS

We believe strongly in our products and their quality and want you to be completely happy with your purchase but refunds are not given for change of mind.

If your products are damaged in transit or faulty on arrival, please email us within 24 hours of delivery at info@lilithandluna.com for a replacement. We will need to see photos as proof. Please provide your order number and item/s you wish to return and you will be provided with an RA number and return shipping address for your order.

Once we have received the returned Products, we will notify you via email of your entitlement. If you are eligible for a refund, this will be processed within 7 business days and will be credited to the purchaser's PayPal account or credit card.

The shipping costs incurred by the purchaser will not be refunded.
Orders placed on a weekend or public holiday will not be processed until the next Business Day.

Any questions about Shipping & Returns should be sent to us at info@lilithandluna.com