

Thank you for shopping at Nacre Fashion store. Most of our products are hand made and hand painted. They are all unique showing dedicate craftsmanship of each item.

When your order is shipped, you will receive an email with tracking confirmation to track your order. Please be advised that we are unable to cancel the order after it has been placed. If you have any question, please contact us at contact@nacrefashion.com for further information.

For any reason that you are not satisfied with the order, you may return or exchange within 7 days after receiving the product. Please send an email to email address contact@nacrefashion.com to request a returned form for your item.

We will inspect that return/exchange product after we receive it. Then the final refund will be issued within 15 business days for the amount of the product to the same card used for the purchase, less original shipping charges.

If you refuse delivery of your order and it is returned to us by carrier, the final refund will also be subjected for return shipping fee.

If the purchase was sent with "free shipping" the original shipping costs will also be deducted from the refund.

COD packages will not be accepted.

We try all of effort to pack your item safely for delivery. If you receive damaged merchandise, you must contact us within 1 days of receiving delivery at contact@nacrefashion.com, we will alert the shipping company and file a claim. Please keep all packing boxes and merchandise for carrier to pick up and check the damage item. Then we will replace the item as soon as possible.

Return shipping fee is the buyer's responsibility, so please be sure to package items well for shipment back to Nacre Fashion. We recommend that you insure all return packages. We do not accept returns/exchange of assembled, modified, used, damaged, lost in transit. All hardware and parts must be included. Returned items are subject to inspection upon arrival, and any missing or damaged components will result in assessment and reduction of the final refund amount.

Please complete the returns form, then repack it with your order items in their original packaging and affix the address to the outside of the box. Send your return via FedEx ground, UPS ground or other major carrier and make note of your tracking number. In order to insure proper handling of your return, please e-mail us your tracking number, order number, return product name with product's number at contact@nacrefashion.com.

All sales on clearance items are final.