

REFUND POLICY

Due to the customized nature of the products, all goods are sold as a final sale. However, we may accept returns and provide refunds, store credits, or exchanges for products purchased in the last 30 days in some circumstances:

When a customer receives a product that is different from what was ordered

When products are determined to be defective and photos proving proof of the damages can be provided;

Other circumstances will be reviewed on a case-by-case basis.

It is our policy to only accept returns of unopened, unused, and sellable items and only when accompanied by a pre-approved RMA (Return Merchandise Authorization). Requests for RMAs must be made through our customer service department and can only be accepted for orders under 30 days old.

All returns must be shipped back using the return label provided by customer service. Returned products that are determined to be non-defective may be subject to a 20% rework fee.

Any items returned to Aziel Beards without an accompanying printed Return Merchandise Authorization will not be eligible for refund.