

Return Policy

At Maya Studio, we take pride in our handcrafted items, and we want you to love them as much as we do. If for any reason you are not satisfied with your purchase, we offer the following return policy:

1. Eligibility for Returns:

- Items must be returned within 14 days of delivery.
- The item must be in its original condition, unused.
- Customized or personalized items are not eligible for returns.

2. Return Process:

- Contact us at themayastudionz@gmail.com within 7 days of receiving your order to initiate a return.
- Once your return is approved, we will provide instructions on how to send the item back to us.

3. Refunds:

- Refunds will be issued to the original payment method within 7-10 business days of receiving the returned item.
- Shipping costs are non-refundable unless the return is due to a defect or error on our part.

4. Exchanges:

- We do not offer direct exchanges. Please return the original item for a refund and place a new order for the desired item.

5. Damaged or Defective Items:

- If your item arrives damaged or defective, please contact us within 3 days of delivery with photos of the issue, and we will arrange a replacement or full refund at no additional cost.

Thank you for supporting our small business. Your satisfaction is important to us!