

Returns and Exchanges

At *Munchkey Stitches, LLC*, each item is thoughtfully handmade, and we strive for your satisfaction. However, we understand that returns and exchanges may occasionally be necessary. Due to the unique nature of our products, we handle returns and exchanges on a **case-by-case basis**.

1. Requesting a Return or Exchange

- To initiate a return or exchange, please contact us at JPringle@munchkeystitches.com within **14 days** of receiving your order. Items must be **unused and in their original condition** to qualify.
- We may request a **photograph of the item** to confirm its condition before processing a return, refund, or exchange.

2. Customized or Personalized Items

- Customized or personalized items may not be eligible for return or exchange unless they arrive **damaged or defective**. Please reach out to discuss any concerns regarding such items.

3. Return Shipping Fees

- **Customer Responsibility:** Return shipping fees are the responsibility of the customer, except in cases where the return is due to an error on our part (e.g., incorrect or defective item).

We value your satisfaction and will work with you to address any concerns regarding your order. Please don't hesitate to reach out if you have questions about our return or exchange process.