

RETURN POLICY

Last updated May 06, 2025

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for a full refund or an exchange. Please see below for more information on our return policy.

RETURNS

All returns must be postmarked within fourteen (14) days of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached.

RETURN PROCESS

To return an item, please email customer service at support@iolantajewelry.com to obtain an Return Merchandise Authorisation (RMA) number. After receiving an RMA number, place the item securely in its original packaging and include your proof of purchase, then mail your return to the following address:

RominaBeauty OÜ
Attn: Returns
RMA #
J.Vilmsi 14
Tallinn, Harju maakond 10126
Estonia

Please note, you will be responsible for all return shipping charges. We strongly recommend that you use a trackable method to mail your return.

REFUNDS

After receiving your return and inspecting the condition of your item, we will process your return or exchange. Please allow at least thirty (30) days from the receipt of your item to process your return or exchange. We will notify you by email when your return has been processed.

EXCEPTIONS

For defective or damaged products, please contact us at the contact details below to arrange a refund or exchange.

QUESTIONS

If you have any questions concerning our return policy, please contact us at:

support@iolantajewelry.com