

Shipping, Return & Damage Policy

Delivery

Custom-made pieces are sent as soon as they're ready after our thorough design process. Generally, it takes 4-6 weeks, depending on the project. We use FedEx Freight for shipping, but clients may choose other carriers. Shipping costs are in the provided quote.

Reindeer tiles are shipped within 5 business days, with shipping fees included in the price. We ship worldwide.

Returns

Custom-made items cannot be returned. These include moss walls or other items designed specifically for you, even if they're based on existing designs but in custom sizes. For non-custom reindeer tiles, we offer a 7-day return policy. To qualify, the item must be unused, in its original packaging, and accompanied by a receipt or proof of purchase.

To initiate a return, contact us at **Olivia@wildleaf.design**. Returns should be sent to:

To: Wildleaf Inc.
Street: 56 Clematis Ave,
City: Waltham,
State: MA
Zip Code: 02453.
Phone: 617-249-3188

If your return is approved, we'll send a confirmation email. You'll be responsible for return shipping costs. Items returned without prior request won't be accepted. For return-related questions, contact **Olivia@wildleaf.design**.

Damages and Issues

Inspect your order upon arrival. If you find defects, damages, please sign the shipping document with text: "receive damaged", and contact us immediately. We'll need documentation (photos of the box, wrapping, and damages) for a shipping company claim.

If an item is lost in transit, we'll work with you to replace it or provide a refund. Custom products (like special orders or personalized items) typically cannot be returned.

Contact us for inquiries about specific items.

Exchanges

If you wish to exchange an item, the quickest way is to return the item you have and place a separate order for the desired item.

Refunds

Once we receive and inspect your return, we'll inform you of the refund status. If approved, the refund will be processed to your original payment method within 10 business days. Note that banks or credit card companies may require additional time to process and post the refund.

If 15 business days have passed since refund approval, contact us at **contact@wild-leaf.design**.

For any further questions or specific concerns, please don't hesitate to contact us at **contact@wildleaf.design**.