

Return Policy

We do not accept returns or exchanges unless the item you purchased is defective. If you receive a defective item, please contact us at soexquisitekimberly@gmail.com with details of the product and the defect. You can send the item you consider defective to:

So Exquisite Charleston, LLC

PO Box 20322

Charleston, SC 2903

Upon receipt of the returned product, we will fully examine it and notify you via e-mail, within a reasonable period of time, whether you are entitled to a refund or a replacement as a result of the defect. If you are entitled to a replacement or refund, we will replace the product or refund the purchase price, using the original method of payment.

Refunds do not include any shipping and handling charges shown on the packaging slip or invoice. Shipping charges for all returns must be prepaid and insured by you. You are responsible for any loss or damage to hardware during shipment. We do not guarantee that we will receive your returned item. Shipping and handling charges are not refundable. Any amounts refunded will not include the cost of shipping.