

PLLANBERRY STUDIO

RETURN & REFUND POLICY

Website: pllanberryproducts.vercel.app

Return and Refund Overview

Return and refund eligibility depends on the product and reason for return. Personalized and custom-made products may have different eligibility from standard products.

Personalized / Customized Products

Personalized products are generally not eligible for return or refund for change of mind, preference-based reasons or incorrect customer-provided customization details after production has started. Damaged, defective or materially incorrect customized items may be reviewed for replacement or refund.

Standard / Non-Custom Products

A return may be considered for non-customized products that are damaged, defective, incorrect or otherwise eligible under the policy applicable at the time of purchase and applicable law.

Damaged or Incorrect Items

Please notify Pllanberry Studio as soon as reasonably possible, preferably within 48 hours of delivery, with the order number, photographs/video where useful, packaging evidence and a description of the issue.

Refunds

If a refund is approved, the amount and method will depend on the circumstances and payment provider. Shipping charges may be non-refundable unless the issue is attributable to Pllanberry Studio or applicable law requires otherwise.

Order Cancellation

Cancellation requests should be made as early as possible. Once a customized order has entered production or dispatch, cancellation may not be possible.

Return Conditions

Approved returns should be made in the condition specified by Pllanberry Studio, with original packaging where reasonably possible. Items damaged through misuse, alteration or improper handling may not qualify.

Delivery Issues

For delayed, lost or incorrectly marked-delivered packages, contact Pllanberry Studio promptly so the courier status can be investigated.

How to Request a Return

Contact Pllanberry Studio using the contact details on the website and provide your order number, registered phone/WhatsApp number, reason and supporting evidence.

Consumer Rights

Nothing in this policy is intended to limit consumer rights or remedies that cannot legally be excluded.

Last Updated: 3 September 2026