

Shipping & Return Policy

All pieces are made to order. Orders will ship within 5 business days and will be shipped via USPS.

You will receive a shipping confirmation via email once your package has shipped. Heather Ford Designs is not responsible for lost, stolen or damaged packages. If your package is lost, damaged or stolen, please contact USPS with your tracking number prior to contacting Heather Ford Designs.

Heather Ford Designs accepts returns within 14 days of receipt. All returned items must be unworn and in original packaging. All custom orders are final; no exchanges or returns.

All damages or shipment discrepancies must be reported within 24 hours of receipt of shipment by email. If you are not satisfied with your purchase or would like to exchange an item for a different size or color, please email us within 14 days with your reason for exchange. All shipping costs to return an item are responsibility of the person returning the item.