

Return policy

To return or exchange your order, please email info@ilni-store.com and provide your reasoning for such return or exchange.

All returns and exchanges must be made within fourteen (14) days of the delivery arrival date

All returns must be arranged using the return label. In this instance, the goods will remain your responsibility until accepted at our place of business. If such goods are lost, stolen, misplaced, or damaged in transit, it is your responsibility and the Company will not reimburse you for any costs or fees associated with the transportation. To complete your return, we require a receipt or proof of purchase. If you are an international customer and would like to return any item, you will be responsible for paying shipping, duties, and taxes for this return. The Company is not held responsible for refunding duties and taxes on any returns. You are also responsible for items that have not been chosen to be picked up at your arrival post/courier office after being delivered. Not picked up purchase will after 14 days be returned to us by default on buyer's cost.

Once the goods have been collected and returned in their original condition, we will provide a refund to the original card used for payment. Shipping costs will not be refunded unless the item is faulty or damaged. Determination of faulty or damaged goods will be decided by the Company. Please note that these bags are handmade and slight imperfections in the thread are to be expected, and such imperfections do not qualify as faulty or damaged.

Card refunds may take up to ten (10) business days for your bank to complete. This can vary between card issuers and unfortunately, we are unable to influence this.

All goods need to be returned in their ILNI original packaging, including all boxes, pouches, care cards, and bubble wrap. If such goods are not returned in the complete, original packaging, a refund or exchange may not be issued. The determination of a refund or exchange will be decided by the ILNI.

Returned goods that are damaged, worn or altered will not be accepted and may be sent back to the customer. All returned goods must be unused and in the same condition that you received it. The determination of whether the goods are damaged, worn or altered will be made by the ILNI.

Upon receipt of your returned goods, we will notify you that the good was received and is being inspected. After inspection, we will notify you of the approval or rejection of your requested refund.

Please send your returned goods to the following address:

ILNI – Returns

Van Slingelandtstraat 152
2582XV The Hague
Netherlands