

Road Duchess Store Policy

1. Introduction

Welcome to Road Duchess, your destination for all things travel and luxury. Before you proceed with your shopping experience, we encourage you to review our shop policies to ensure a smooth and enjoyable transaction. By making a purchase on our website, you agree to comply with the terms outlined below.

2. Orders and Payment

Order Placement: All orders are processed through our website. Ensure accurate product selection, quantity, and shipping information before confirming your order.

Payment: We accept credit, debit, PayPal, and more. Payment must be made in full at the time of order placement.

Currency: All prices are listed in USD. International orders may be subject to currency conversion fees by your payment provider.

3. Shipping and Delivery

Processing Time: Orders are typically processed within 3 business days. Custom or made-to-order items may require additional processing time.

Shipping Methods: We offer various shipping methods, including standard and expedited options. Shipping costs vary based on the selected method and destination.

Shipping Delays: While we strive to deliver your order on time, external factors such as weather conditions, customs clearance, and holidays may cause delays. We are not responsible for such delays.

Tracking: Tracking information will be provided for most orders. You can track your package's status using the provided tracking number.

International Orders: International customers are responsible for any customs duties, taxes, or fees imposed by their country's regulations.

4. Returns and Exchanges

Return Eligibility: We accept returns for damaged or defective items. To initiate a return, please contact our customer service within 14 days of receiving your order. We do not accept returns for custom-made products or jewelry.

Exchange: If you receive a defective or incorrect item, we will offer an exchange. Please contact us for further instructions.

Refunds: Refunds will be issued in the original payment method for eligible returns. Shipping costs are non-refundable.

5. Product Availability and Descriptions

Availability: All products are subject to availability. In the rare event that an item becomes unavailable after your order is placed, we will contact you to discuss alternative options.

Product Descriptions: We strive to provide accurate and detailed product descriptions. However, variations in color, size, or appearance may occur due to differences in screen resolutions or handcrafted nature of products.

6. Privacy and Security

Privacy: Your personal information is handled according to our Privacy Policy, which you can review on our website.

Security: We prioritize the security of your data. We use industry-standard encryption methods to protect your payment and personal information.

7. Customer Support

For any inquiries, concerns, or assistance, our customer support team is available at roadduchess@gmail.com

8. Modifications to Policies

We reserve the right to modify these shop policies at any time without prior notice. Changes will be effective upon posting on our website.