



LILYSILK's Exchange & Return Policy

We are confident with our products, and we are sure you would be delighted with your purchase, but if not, simply contact us within 45 days of shipment date to let us know about your decision.

Exchange or Return

We offer 45-day no-quibble RETURN policy on our bedding products and 45-day EXCHANGE policy for our sleepwear collections. Please note that satisfaction guarantee is only valid when the product has not been used or washed, and you return it to us in its original package within 45 days of shipment date.

We do not accept return and exchange requests for items on clearance, silk lingerie, customized or monogrammed items, unless the reason for such requests is related to manufacturer's defects/ misdelivery of order.

Process

To request a Return Merchandise Authorization (RMA) for an order, please email customer service at service@lilysilk.com. Once we receive the returned products and confirm the condition, we will process your exchange/return immediately.

If you return an item for an exchange, your replacement will be dispatched as soon as possible, usually within 7 business days. If you requested returns, refunds are processed within 7 days of receiving the return item(s).

Postage

In the case that you are returning/exchanging due to a manufacturer's defect, or if you did not receive correct items you ordered, simply send an email immediately to service@lilysilk.com and we will make arrangements for your parcel to be returned/exchanged for free.

In the case that you are returning/exchanging due to reasons unrelated to manufacturer's defects and/or incorrect items, please note that you will be responsible for return postage costs. For such returns we suggest that you use Recorded Delivery and/or Proof of Posting in order to avoid potential disputes, as we do not accept any responsibility for items lost or damaged during its return transit.