

Shipping Policy

Modern Lé Luxe ("we" and "us") is the operator of <https://www.modernleluxe.com>. By placing an order through this Website you will be agreeing to the terms below. These are provided to ensure both parties are aware of and agree upon this arrangement to mutually protect and set expectations on our service.

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1. General

Subject to stock availability. We try to maintain accurate stock counts on our website but from time-to-time there may be a stock discrepancy and we will not be able to fulfill all your items at time of purchase. In this instance, we will fulfill the available products to you, and contact you about whether you would prefer to await restocking of the backordered item or if you would prefer for us to process a refund.

2. Shipping Costs

Most items ship free to the United States and Canada. If there is a shipping cost, it is calculated during checkout based on weight, dimensions and destination of the items in the order. Payment for shipping will be collected with the purchase.

This price will be the final price for shipping cost to the customer.

3. Returns

3.1 Return Due To Change Of Mind

Modern Lé Luxe will happily accept returns due to change of mind as long as a request to return is received by us within 10 days of receipt of item and are returned to us in original packaging, unused and in resellable condition.

Return shipping will be paid at the customers expense and will be required to arrange their own shipping. There will be a **20% restocking fee required**. This will be subtracted from your total refund. Once returns are received and accepted, refunds will be processed to store credit for a future purchase. We will notify you once this has been completed through email.

Modern Lé Luxe will refund the value of the goods returned but will NOT refund the value of any shipping paid.

This does not apply to custom orders. See return/refund policy for more info.

3.2 Warranty Returns

Modern Lé Luxe will happily honor any valid warranty claims, provided a claim is submitted within 1 year of receipt of items.

Customers will be required to pre-pay the return shipping, however, we will reimburse you upon successful warranty claim.

Upon return receipt of items for warranty claim, you can expect Modern Lé Luxe to process your warranty claim within 7 days.

Once warranty claim is confirmed, you will receive the choice of:

- (a) refund to your payment method
- (b) a refund in store credit
- (c) a replacement item sent to you (if stock is available)

4. Delivery Terms

4.1 Transit Time Domestically

In general, domestic shipments are in transit for 2-15 days for in-stock items.

4.2 Transit time Internationally

Generally, orders shipped internationally are in transit for 7 - 28 days. This varies greatly depending on the courier selected. We are able to offer a more specific estimate when you are at checkout.

4.3 Dispatch Time

Orders are usually dispatched within 3-7 business days of payment of order from our U.S. warehouse. For out-of-stock, custom, or items outside of our U.S. warehouse, dispatch time varies from 15-30 days.

Our warehouse operates on Monday - Friday during standard business hours, except on national holidays at which time the warehouse will be closed. In these instances, we take steps to ensure shipment delays will be kept to a minimum.

4.4 Change Of Delivery Address

For a change of delivery address requests, we are able to change the address at any time before the order has been dispatched.

4.5 P.O. Box Shipping

Modern Lé Luxe will not ship to P.O. box addresses under any circumstances.

4.6 Military Address Shipping

We are able to ship to military addresses using USPS. We are unable to offer this service using courier services.

4.7 Items Out Of Stock

If an item is out of stock, we will dispatch the in-stock items immediately and send the remaining items once they return to stock.

4.8 Delivery Time Exceeded

If the delivery time has exceeded the forecasted time, please contact us so that we can conduct an investigation.

5. Tracking Notifications

Upon dispatch, customers will receive a tracking link from which they will be able to follow the progress of their shipment based on the latest updates made available by the shipping provider.

6. Parcels Damaged In Transit

If you find a parcel is damaged in transit, if possible, please reject the parcel from the courier and get in touch with our customer service. If the parcel has been delivered without you being present, please contact customer service with next steps.

7. Duties & Taxes

7.1 Sales Tax

Sales tax has already been applied to the price of the goods as displayed on the website

7.2 Import Duties & Taxes

Import duties and taxes for international shipments will be pre-paid, without any additional fees to be paid by customer upon arrival in destination country

8. Cancellations

If you change your mind before you have received your order, we are able to accept cancellations at any time before the order has been dispatched. If an order has already been dispatched, please refer to our refund policy.

9. Insurance

Parcels are insured for loss and damage up to the value as stated by the courier.

9.1 Process for parcel damaged in-transit

We will process a refund or replacement as soon as the courier has completed their investigation into the claim.

9.2 Process for parcel lost in-transit

We will process a refund or replacement as soon as the courier has conducted an investigation and deemed the parcel lost.

10. Customer service

For all customer service enquiries, please submit an enquiry at <https://www.modernlelux.com/contact> or email info@modernlelux.com

Return/Refund Policy

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Returns

Modern Lé Luxe will happily accept returns due to change of mind as long as a request to return is received by us within 3 days of receipt of item and are returned to us in original packaging, unused and in re-sellable condition.

Return shipping will be paid at the customer's expense and there will be a 20% restocking fee. Once returns are received and accepted, refunds will be processed back to the original card for purchase or as store credit for a future purchase. We will notify you once this has been completed through email.

Modern Lé Luxe will refund the value of the goods returned but will NOT refund the value of any shipping paid.

MLL follows a 14-day return policy during in which the item must be undamaged, unworn, and unused with tags still attached within 14 days of the accepted return. This means the item must be returned to the MLL within 14 days of the time it is received.

MLL will also provide a return/refund policy for any damaged or defective items as long as any claims are placed within the agreed upon 3 days of the item being received.

Unfortunately, we cannot accept returns on sale items or gift cards

Custom Items

Due to items being custom-made to order, we do not accept returns and we do not give refunds unless your item is damaged upon arrival or not as described. You may cancel your order on our site or by emailing info@modernlelux.com anytime before your order ships out; however, once MLL has marked your order shipped you may no longer cancel the order.

To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

To start a return, you can contact us at info@modernlelux.com. Please note that your return address will be sent upon the acceptance of your return request.

If your return is accepted, we'll send you a return shipping label, as well as instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted or refunded. Please note that if your country of residence is not the United States, shipping your goods may take longer than expected.

You can always contact us for any return questions at info@modernlelux.com.

Damages and Issues

Please inspect your order upon arrival and contact us immediately if the item is defective, damaged, or if you received the wrong item, so that we may evaluate the issue and make it right.

Certain types of items cannot be returned, like custom products (such as special orders or personalized items). We also do not accept returns for hazardous materials, flammable liquids, or gases. Please get in touch if you have questions or concerns about your specific item.

Unfortunately, we cannot accept returns on sale items or gift cards.

Exchanges

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

European Union 3-day cooling off period

Notwithstanding the above, if merchandise is being shipped into the European Union, you have the right to cancel or return your order within 3 days for any reason and without justification. As above, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

Refunds

We will notify you once we've received and inspected your return to let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method within 10 business days. Please remember it can take some time for your bank or credit card company to process and post the refund too.

If more than 15 business days have passed since we've approved your return, please contact us at info@modernlelux.com.

Modern Lé Luxe has the right to change or deviate from these policies at any time.