



INDIGENOUS PEI

RETURN POLICY – INDIGENOUS PEI STORE

We take great pride in offering authentic, Indigenous-made products that reflect the culture, creativity, and stories of our communities. Each item is carefully selected and packaged with care.

Returns for Defective Items Only

We do not offer returns or exchanges unless the item received is defective. This applies to both online and in-store purchases.

To Request a Return

- You must contact us within 30 days of your purchase date.
- Items must be in original packaging and accompanied by proof of purchase.
- Photo evidence of the defect is required for online purchases.
- In-store customers may return the item in person for assessment.
- All return requests must be pre-approved. Returns will not be accepted without prior authorization.
- To initiate a return, email shop@indigenouspei.ca or visit our storefront at 111B Grafton Street, Charlottetown.

Shipping Damage (Online Orders Only)

If your package arrives visibly damaged, please take clear photos of the box and item(s) and notify us within 48 hours of delivery. We will assist you in resolving the issue.

Verification and Resolution

All reported defects will be reviewed by our team. We may follow up for additional information before approving a return. If the product is confirmed as defective:

- Online: Indigenous PEI will cover return shipping costs.
- In-store: A comparable solution will be offered on site.

Due to the nature of our handcrafted products, exact replacements may not be available, but we will work with you to provide a comparable item or solution.

Refunds

Once a return is approved and received:

- Refunds will be issued to the original payment method.
- Please allow up to 14 days for processing.