

Shipping & Returns

We offer **complimentary shipping worldwide** on all online orders. Delivery is typically completed within **10 business days**.

Please note that **import duties, taxes, or additional fees** may apply depending on your delivery destination. These charges are determined by local customs authorities and are **not collected or controlled by LEYONORA**. While shipping is free, such additional costs remain the **responsibility of the customer**.

Shipping is **complimentary on completed purchases**. However, if you decide to **return your order**, the **shipping cost will be deducted** from the refunded amount.

Our trusted **shipping partners** include **Aramex, FedEx, and DHL**.

We accept **returns within 8 working days** of delivery. To initiate a return or exchange, please complete the **Return Form** using your order number. All returned items must be in their **original condition** — unworn, unwashed, and with all **tags and packaging intact**.

If you prefer an **exchange**, you may select another design or size. If you opt for a **refund**, the amount will be processed once your return is received and inspected, **minus the applicable shipping cost**.

Please note that **made-to-order and customized gowns** are **final sale** and not eligible for return or refund, as they are created specifically for you.