

Refund & Returns Policy

Effective Date: November 11, 2025

Last Updated: November 11, 2025

Thank you for shopping with Juler, operated by LEV Group Inc.
Every Juler piece is made to order and carefully crafted to meet your exact specifications. Because our jewelry is customized, please read the following policy to understand how refunds and returns are handled.

1. Custom and Personalized Orders

All custom, made-to-order, or personalized jewelry (including engraved, modified, or custom-designed pieces) are final sale once production has begun. We cannot offer refunds or cancellations after production starts, as each piece is crafted specifically for you.

However, if your order arrives defective, damaged, or incorrect due to our error, we will remake or repair the piece at no additional cost.

2. Standard Products (Non-Custom Items)

If you purchase a non-custom or ready-to-ship item, you may request a return within 7 days of delivery, provided that:

- The item is unused, unworn, and in its original packaging.
- You contact us in advance at contact@juler.co to request authorization.
- The return is shipped back within 7 days after approval.

Once your return is received and inspected, we'll notify you of approval or rejection. Approved refunds will be processed to your original payment method within 7–10 business days.

Shipping fees are non-refundable.

3. Damaged, Defective, or Incorrect Items

If your order arrives damaged or you receive the wrong item, please contact us within 3 days of delivery at contact@juler.co with:

- Your order number
- Photos or videos of the issue
- A brief description of the problem

We will prioritize the issue and offer a repair, replacement, or refund depending on the situation.

4. Order Changes and Cancellations

To ensure efficiency, production begins shortly after an order is confirmed.

You may request an order modification or cancellation within 24 hours of purchase by contacting contact@juler.co.

After 24 hours, we cannot guarantee changes.

5. Shipping Returns

For approved returns, we will provide shipping instructions.

You are responsible for shipping costs unless the return is due to our error.

We recommend using a trackable shipping method, as we are not responsible for lost or undelivered return packages.

6. Refund Processing

Once your return is received and inspected:

- You'll receive an email confirmation.
- Refunds will be processed to your original payment method within 7–10 business days.
- Depending on your payment provider, it may take additional time for the funds to appear in your account.

7. Exchanges

At this time, we do not offer direct exchanges.

If you wish to replace an item, please return the original (if eligible) and place a new order.

8. Final Sale Items

Gift cards, promotional items, and limited-edition collections marked as Final Sale are not eligible for return or refund.

9. Contact Us

If you have any questions about this Refund & Returns Policy, please contact us at:

LEV Group Inc.

dba Juler

7003 Valjean Ave, Van Nuys, CA 91406

contact@juler.co

www.juler.co