Shipping, Exchange & Returns

Evaska Experience — Updated: August 14, 2026

Shipping, Exchange & Returns

Order Processing

Each order is carefully inspected and packaged before shipment. Orders are typically processed within 1–3 business days. During peak periods or for made-to-order pieces, additional processing time may be required.

Once your order has been dispatched, you will receive a confirmation email with tracking information.

Shipping

We offer secure shipping to a wide range of destinations. Delivery times vary depending on the destination and shipping method selected at checkout.

Please note that customs duties, taxes, or import fees may apply for international orders. These charges are determined by the destination country and are the responsibility of the customer.

Packaging

Every Evaska creation is presented in our signature gift box, designed to protect your jewelry while providing an elegant unboxing experience.

Exchanges & Returns

We hope you will love your Evaska jewelry. If, however, you are not completely satisfied, you may request a return or exchange within 14 days of receiving your order.

To be eligible, items must:

- Be unworn and in their original condition.
- Be returned with the original packaging.
- Include all accessories and documentation provided with the order.

For hygiene and quality assurance, customized or personalized pieces cannot be returned unless they arrive damaged or defective.

Return Process

To initiate a return or exchange, please contact our Customer Care team with your order number. Once your return is received and inspected, we will notify you of its approval. Approved refunds will be processed using the original payment method.

Damaged or Incorrect Orders

If your order arrives damaged or if you receive the wrong item, please contact us within 48 hours of delivery and include photographs of the package and product. We will work with you to resolve the issue as quickly as possible.

Need Assistance?

Our Customer Care team is here to help with any questions regarding your order, shipping, returns, or exchanges. We are committed to making your Evaska experience seamless from purchase to delivery.

✉ contact@evaska.com