

Returns & Exchanges

To submit a return, simply email: concierge@williammalcolmcollection.com with your order number and the details of your return request and we will do our best to make you happy. Returns on items purchased directly from William Malcolm Luxe Collection / Lapel Kandy online shop are eligible for returns within 15 days from the date of shipment. Proof of purchase and original packaging are required for eligibility. Returned items must be in new condition with no signs of use. Please include a copy of your invoice or order confirmation with "Return" or "Exchange" written on it.

For inquiries regarding and exchange, please contact:

conciergewilliammalcolmcollection.com (Note: Exchanges are accepted for equal or lesser value of original purchase). Once received, your new exchange will ship within 2-3 weeks *OR* you will be issued a refund including a confirmation email of the cancellation of your order. It is encouraged that you send your product by a traceable method. William Malcolm Luxe Collection/ Lapel Kandy is not responsible for lost or misdirected packages.

Please send items to:

William Malcolm Luxe Collection/ Lapel Kandy
Attn: Returns/ Exchanges (please specify) William Malcolm Luxe Collection Design
Studio & Lounge
2505 Hilton Suite 101
Ferndale, MI 48220