AETHRAWORKSHOP - COLOMBIA

RETURNS, EXCHANGES AND LEGAL WARRANTY POLICY

Returns and exchanges

Every Wayuu bag is handwoven by Wayuu artisans. Small differences in color, texture and weave are part of the craft. They do not affect your rights if an item arrives faulty or does not match what was offered.

SUMMARY

Legal right to withdraw	For distance purchases delivered in Colombia: request it within 5 business days of delivery, where applicable.
Goodwill returns	You can also request an exchange or return within 15 calendar days of delivery under this policy.

This policy describes orders delivered in Colombia. For orders delivered elsewhere, contact us; we also follow the mandatory consumer protection rules that apply in your location.

1. Legal right to withdraw

If you bought through this website or another remote channel for delivery in Colombia, you may withdraw within five (5) business days from delivery, provided the purchase does not fall under a legal exception.

To request a withdrawal, notify us by email or WhatsApp within the deadline and include your order number. Return the bag by the same means and in similar condition to how it arrived, with no use beyond what is needed to inspect it. Under Colombian law, the direct cost of returning an item after withdrawal is paid by the customer.

After receiving your request, we will refund all money paid, without deductions or withholdings, within the legal maximum of thirty (30) calendar days.

Legal exceptions include goods made to the consumer's specifications or clearly personalized. A bag being handmade, one of a kind, or available for purchase in our catalog does not by itself make it personalized; we will use this exception only when the piece was actually made to the customer's personal specifications.

2. Goodwill exchanges and returns

For a change of mind outside the legal withdrawal period, we offer up to fifteen (15) calendar days from delivery to request an exchange or return of a standard bag that is not faulty. This voluntary benefit does not replace or limit any legal consumer rights.

The item must be unused, clean, undamaged and unaltered, and returned with its tags and original packaging where possible. Contact us first to confirm availability if you would like a different design. The customer pays the return shipping cost. For a goodwill return, we refund the item price within ten (10) business days after receiving and checking it; the original shipping charge is not refundable unless applicable law says otherwise.

Made-to-measure or personalized pieces are not eligible for this goodwill return, but keep any warranty rights and any legal withdrawal right that applies.

3. Faulty, damaged or incorrect items

If your bag arrives faulty, damaged or different from what you ordered, contact us and tell us what happened. If you can, include photos and your order number so we can help more quickly.

We will review the issue and arrange the remedy required by the applicable legal warranty. We will not charge you for transport needed to handle a covered warranty issue or our fulfilment error. This policy does not reduce legal warranty rights or rights relating to artisan variations that were not disclosed before purchase.

4. How to start a request

Contact us through either channel with your name, order number and reason for the request. To exercise the legal withdrawal right, send your notice within the five-business-day deadline; we will reply with return instructions.

Please contact us before shipping the bag. We will give you the process and return address for your case.

Email: aethrawood@gmail.com

WhatsApp: +57 301 442 1902

5. Legal warranty

New bags are covered by the legal warranty that applies in Colombia. If no different term that complies with the law has been stated, the general term for new goods is one (1) year from delivery. The warranty covers quality or conformity issues and is handled using the remedies provided by law.

Normal wear, improper care or accidental damage are assessed in context and under the law; a claim is not automatically excluded. Small color and weave variations inherent to handwork are not faults when they match the product description and images provided.

Last updated: September 29, 2026.