

Terms of sales

Warranty Information

In the rare occasion, if you have a product with a manufacturing defect, don't worry. All products come with a guarantee of 1 year.

If beyond 30 days of use, we will firstly offer a repair solution. If we are unable to repair your item within a reasonable period, we will exchange the product.

If no equivalent product is available, we will offer a full refund.

If a faulty product is returned within 30 days after purchase, with proof of purchase, you have the right to a full refund.

Refund Policy

All refunds will be processed within 14 days of your item being returned.

Return Policy

If you've changed your mind about your recent purchase, you can return to us within 30 days from the receipt of goods.

Whilst deciding whether to keep your purchases, you have a statutory duty to take reasonable care of the goods whilst you inspect the goods or try them on for size. Therefore, please ensure you do not damage the items or the packaging and if you wish to return anything, that it reaches us in perfect resaleable condition. Where an item is sold with a tag attached, the tag must still be attached upon return.

Where you have failed to take reasonable care of the goods whilst in your possession or if you have returned your purchase after 30 days (with the exception of faulty goods), we reserve the right not to accept your return. We may instead return your purchase to you.

We do not accept worn, used, altered or damaged items (with the exception of faulty goods). We reserve the right not to accept returns if the value of an item has been diminished by something caused by you.

Used, worn, dirty or products marked from make-up, lotions and perfumes are exempt from being able to be returned.

The goods are your responsibility until they reach our warehouse, so make sure they're packaged properly and obtain proof of postage. We cannot accept responsibility for returned parcels which are not delivered.

Return Fees

We will cover the cost of return if you received the wrong item or a defective one, in all other circumstances you must pay the costs of return.

Carriers Delivery Time

Our standard delivery option is at the heart of our promise to our customers.

In the current circumstances, we expect orders to be delivered within 3 business days. Please also keep in mind that if you choose this option, our carriers can only deliver between Monday - Friday.

Spend over £50.00 to receive free standard delivery.
Standard Delivery - £3.95 on a 2 - 4 working day service.

Please note that orders placed during the weekend or on official holidays, will be processed the next working day.

Returns Period

30_Days