

Returns and Refunds Policy

Under the UK Consumer Contracts Regulations, you have the right to cancel your order and return your purchase, this must be unused and in its original packaging.

You must notify us in writing, either by post or email, within 14 working days from the day after receipt of your item. If you fail to notify us within this time, you forfeit your rights to return your purchase.

We have the right to charge a restocking fee for the return of the goods unless the item was delivered in error or is defective. If the product has been used and returned during this period, the amount of the refund will depend on the item's condition and on any damage from use, cosmetic or otherwise.

If you wish to return your purchase, it is the responsibility of the customer to return it at their cost or cover our costs should we be required to collect the item.

This does not affect your statutory rights.

We send out refunds as soon as possible but no later than 14 days of us agreeing to your refund, providing your goods are returned to us and in the condition as specified above. You are responsible for looking after the product until we collect it or if you bring it back to us in person or by courier, you are responsible for any damaged occurred during transit, so the couriers insurance should be sort for transportation.