



We have a 30-day return or exchange policy, which means you have 30 days after receiving your item to request a return or exchange. Please note that custom made items, special orders or personalised items cannot be refunded or exchanged.

To be eligible please return your item must be in the same condition that you received it, unworn or unused, and in its original packaging. You'll also need the receipt or proof of purchase.

To start a return or exchange, you can contact customer_support@boutee.co.uk. If your return is accepted, we'll send you instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted. Please ensure that you return your item by tracked post.

You can always contact us for any return question at customer_support@boutee.co.uk.

Exceptions / non-returnable items

Certain types of items cannot be returned, such as custom made products, special orders or personalised items. Please get in touch if you have questions or concerns about your specific item.

Unfortunately, we cannot accept returns on sale items or gift cards.

Damages and issues

Please inspect your order upon receipt and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.



Refunds

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process and post the refund too.

