

EDXÚ

REFUND & EXCHANGE

We are happy to arrange an exchange or full refund within 14 days, in accordance with the [Online & Distance Selling Regulations](#). In order for the return to be successful, the product should be in perfect condition and in its original packaging. You have a further 14 days from when authorised to physically send back the return.

- 1. RETURNING THE ITEMS** - Please contact customer_support@boutee.co.uk before posting back the package in order to obtain a Return Authorisation Number and other relevant information in order to complete the process. We offer free returns for UK orders only and you can also return the item physically (free of charge) to our London studio, please book an appointment before your visit.
- 2. REFUND** - Upon receipt of items, the credit or debit card originally used for the purchase will be credited with the cost of the goods. Boutee will process your refund within 7 working days of receipt of your return by EDXÚ. Your credit card company may take up to 10 further working days to credit your account.
- 3. CUSTOMISATION ITEMS** - Bespoke, reimagine (re-purposed) jewellery, engraved and customisation orders cannot be exchanged or returned.
- 4. POSTAGE FEE** - We offer free returns for all UK orders. For orders from the rest of the world, please note that the customer will have to pay for any costs that may incur when shipping the product back to EDXÚ.

