

HALINA MUTINTA JEWELLERY

Returns Policy for Halina Mutinta Jewellery

My returns policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

To complete your return, we require the of piece of jewellery in its original condition, if it's damaged or missing parts for reasons not due to my error we cannot be held responsible.

Refunds (if applicable)

Once your return is received and inspected, Boutee will send you an email to notify you that I have received your returned item. Boutee will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact Boutee at customer_support@boutee.co.uk.

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges (if applicable)

I only replace items if they are defective or damaged. If you need to exchange it for the same item, send Boutee an email at customer_support@boutee.co.uk.

Shipping

To return your product, you should post your product to:

Halina Mutinta Jewellery

30a Upper St. James's Street
Brighton
East Sussex
BN2 1JN
United Kingdom

You must only post your item once Boutee has confirmed that you are eligible for a return.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.



Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over £50, you should consider using an insured and trackable shipping service such as Royal Mail Special Delivery.

