

HEARTS OF STARS

In the unlikely event you are not pleased with the jewellery you have received, please contact us immediately for the return address and return the item within 14 days of the item being delivered. Please include your name and order number as the return may not be able to be processed without them.

Returned items that are not faulty will be refunded minus any shipping costs. The return postage will be the buyers burden unless the item arrives faulty/damaged.

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

Unfortunately, we cannot accept returns on earrings (due to hygiene reasons), custom made / made to order items or sale items (unless they arrive damaged/faulty).

To start a return, you can contact us at info@heartsofstars.co.uk . Items sent back to us without first requesting a return will not be accepted.

