



## K I M J O U X

### RETURNS & *Exchanges*

**Our Returns and Exchanges policy is fuss-free. We want you to feel comfortable creating your jewellery and 100% satisfied with your purchase.**

#### **Personalised Items:**

We are all about personalisation, and we want you to enjoy creating your ideal collection. All personalised items can be Return or Exchange according to our T&C.

Engraved products, personalised jewellery box with initial(s) and bespoke items **can not** be exchanged or returned.

#### **Promotional and free gift:**

If a free gift was included in the original purchase , the gift must be return together with the returning item(s).

If a discount code was applied at the time of purchase, the refund of this purchase or item(s) included in this purchase will include the same discount.

#### **Purchases that are exempt from our refund and exchange policies:**

- Commissioned and bespoke items
- Items with personalised engraving and handmade jewellery box with initial(s)
- Earrings (due to hygiene reasons)
- Sale items
- Special handling fee related to the initial sales of the item.

#### **Damaged Items:**

Your jewellery is carefully made by our experts and we quality check everything before we deliver it to you. You are responsible to check your jewellery after receiving it and notify us immediately if you notice any quality issues. We are not responsible for any damage once the item has been worn. If your jewellery was



damaged during wearing, we can help you to repair it at your own cost. The cost of repair varies depending on the level of complexity of the job. Do not hesitate to contact [customer\\_support@boutee.co.uk](mailto:customer_support@boutee.co.uk) if you have any questions.

## **Returns:**

If you want to return your item(s) for any reason, you have 14 days from the date of delivery to return it to us. Items should be returned new, unused and with all original packaging for a full refund.

Before returning the item, you must Contact [customer\\_support@boutee.co.uk](mailto:customer_support@boutee.co.uk) with your Order number and Reason for return. We will then confirm with a Return Instruction.

We recommend you use a track and sign service to ensure the item is securely returned to us., and make sure it covers the value of the item. This does not affect your statutory rights. We cannot accept responsibility for postage fees or for any returned items damaged, lost or stolen in transit.

Unauthorised returns/exchanges may be returned to the sender. Returns received outside the above time frames are accepted at our discretion and refunded only as a credit note.

## **International Returns:**

Please be aware that international customs duties and sales taxes are NOT refunded for shipments outside the European Union

## **Refunds processing time:**

**Refunds will be made within 5 days of receiving the item(s). Please note that depending on your bank, the refund can take between 5-10 working days from the date we receive your parcel to show on your account.**

## **Exchanges:**

If you want to exchange your item(s), you have 14 days from date of delivery to return it to us. The exchange process will start after your item(s) is returned to us and undergone quality check.

Please note all our items are made-to-order so a new production time will apply to any exchange item. This will be clearly stated in the confirmation email sent to you with the new item's details.



Exchange item(s) received outside the 14 days timeline might incur extra charges for additional shipping, taxes and import duties. Additionally, any excess refund will be issued as a credit note. Contact us for Exchange Instructions or if you have any questions.

