

LILY FLO LONDON

Shipping & Returns Policy

We hope you are completely satisfied with your purchase. If you are not happy with your jewellery or you have received a faulty item, please see our policies below regarding the return, exchange or refund of your item.

To start a return or exchange, you can contact customer_support@boutee.co.uk

EXCHANGES

If you would like to return an item we are happy to discuss an exchange up to 14 days from receipt of your order provided the item is unworn, in perfect condition and in the original packaging.

REFUNDS

You have a right to return an item you are unhappy with for a full refund within 14 days of receiving your order provided the item is unworn, in perfect condition and in the original packaging.

PLEASE NOTE:

*We recommend you use a special delivery service for your own protection. We cannot accept responsibility for postage fees or for any items damaged, lost or stolen in transit. Items must be in their original packaging if returned to us. International customs duties and sales taxes are non-refundable for shipments outside the European Community (EU). Please be aware that all costs incurred in shipping returns are the responsibility of the customer. Duty reclaims on returns are also the responsibility of the customer and we will endeavour to aid you with any required paperwork. In the interests of fraud prevention, your refund will be issued by the same method by which you paid within 28 days of receipt of the return. *This does not apply to non-returnable products.*

FAULTY GOODS RETURNS



You are entitled to a full refund on any faulty goods within 3 weeks of purchase. If you return a faulty item after this date and within a reasonable time frame you will be entitled to a repair or exchange on your item.

RETURNS POSTAGE COSTS

Postage costs of sending any product back to us fall with the customer. Please package your product properly and send it as recorded delivery (with tracking number) for your own protection, as any items lost in transit will not be considered for refunds or exchanges. Please email us at customer_support@boutee.co.uk before posting any item back to us so we can process your request. Quote your name and address, details of product and reason for return. We will then advise on how to proceed. We are unable to accept returns that have not been agreed upon prior to shipping. Any shipping charges will not be refunded.

NON-RETURNABLE PRODUCTS

We regret that in compliance with the current UK Health and Hygiene regulations, we cannot accept the return of pierced items such as earrings or piercings. This does not affect your statutory rights. Bespoke and made-to-order items, resized rings, items purchased at a sale price and special order items cannot be exchanged or refunded under any circumstance.

