

TIDE & TROVE

To start a return, please contact customer_support@boutee.co.uk

RETURNS & EXCHANGES

We take great pride in every piece of jewellery created, and want you to be totally satisfied with your pieces from Tide and Trove. We also aim to ensure you have a 100% positive experience working with us. We are very approachable, so if you have any problems or queries at all, please feel free to contact us.

We hope you will be thrilled with your jewellery. If for any reason you are not entirely satisfied with your purchase, we are happy to offer an exchange or credit note within 30 days of purchase, in keeping with UK law.

Alternatively, we will refund a sale made through this website if it is returned unworn, in perfect condition, and in its original packaging within 7 working days of your receipt of the order. If your order arrives back with us later than 7 working days, we can only offer an exchange or credit note.

Purchases exempt from both the refund and exchange policies, are:

- Made to order pieces
- Commissioned pieces (bespoke)
- Customised pieces (i.e. resized rings, custom chain lengths, engraved jewellery etc)

Please post back the item in its original packaging and include your contact details. All items are the purchaser's responsibility, so please use an insured courier, we will not accept responsibility for damaged or lost items.

