

UNTOLD JEWELLERY

LONDON

Returns

Returns Policy

You may return most new, unworn items within 30 days of delivery for a full refund. The only exception to this is earrings for pierced ears, which cannot be returned unless faulty.

Unfortunately custom orders (alternation to the standard offering on the website or a fully bespoke piece) cannot be returned unless faulty or incorrect.

You should expect to receive your refund within four weeks of giving your package to the return shipper, however, in many cases you will receive a refund more quickly. This time period includes the transit time for us to receive your return from the shipper (5 to 10 business days), the time it takes us to process your return once we receive it (3 to 5 business days), and the time it takes your bank to process our refund request (5 to 10 business days).

If you need to return an item, please contact customer_support@boutee.co.uk with your order number and details about the product you would like to return. Boutee will respond quickly with instructions for how to return items from your order.

Taxes

Any taxes due will be the responsibility of the buyer.

