

## **Returns Information**

At Melissa Phair, we hope you love your pieces as much as we do! However, if your item is unsuitable, you are welcome to return it within 14 days of receiving your order. Returns are not free and we do advise all customers to use a tracked service as we can not accept returns that are lost.

Returned items must be unworn, unused, unwashed and free of stains, makeup and fake tan products. All orders have a 'do not remove tag', that makes the item ineligible for a return if removed. All items are quality controlled by our distribution centres. Any items returned damaged or soiled will be refused and returned to the customer.

## **Faulty Items**

If you are returning a faulty item, we please ask that you notify us by email before returning so we can resolve the issue together.

Please contact [returns@melissaphair.com](mailto:returns@melissaphair.com)

Items bought in our sale can only be exchanged for a credit note.

## **Exchanges**

Exchanges are accepted up to 14 days for full-priced items but like returns, they are not free. We do, however, pay for the cost of the postage back to you (This does not apply to international customers outside of the UK).

For any assistance please contact, [returns@melissaphair.com](mailto:returns@melissaphair.com)

## **Refunds**

Refunded items can take up to 10 working days to be credited back to the original payment method