

RETURNS POLICY

You may return items purchased provided:

- Items are returned within 14 days of delivery
- Items are unwashed and unworn
- Due to hygiene reasons, we cannot refund any pierced jewellery or underwear if the hygiene strip has been removed for health and hygiene rules
- Shoes must not be worn outside and must not show any signs of wear.
- Items must be returned in original packaging and any tags must remain attached.
- Refunds will be credited to the original method of payment
- If you wish to exchange an item, please place a new order and return the unwanted item to us for refunding
- Items must be returned at the customer's expense
- Return forms must be completed

REFUNDS

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within two to three weeks.

LATE OR MISSING REFUNDS

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank.

There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at help@astella.co.uk

SHIPPING

To return your product, you should mail your product to:

31 Melrose Crescent
Macduff
AB44 1QX
Scotland

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.