

RETURNS POLICY

Customer satisfaction is key to our success. We value delighted customers but we do appreciate from time to time you may buy an unwanted gift or have second thoughts about your purchase when you get home and want to swap it for something else.

As a goodwill gesture, unwanted items must be returned within 14 days of purchase together with your original till receipt for an exchange or credit note. Sorry, we do not offer refunds.

Whilst most customers opt to select an alternative item there and then, if required we will issue you with a credit note to be used in store within 6 weeks of the return date. Keep your credit note safe - we cannot honour lost credit notes.

Items must be in an unused, saleable, perfect condition with all tags and packaging intact. We ask you not to abuse this policy so any items that have been opened, used or it is our belief have been damaged by you cannot be exchanged.

In line with your Statutory rights, faulty items must be returned by the purchaser with either the original till receipt or proof of purchase.

Discounted or Sale Items are non-returnable as is body jewellery such as earrings and all pieces of Art which are excluded from this returns policy.

For special order items we will take a non-returnable deposit from you. This will be forfeited should you cancel your order.

Any lead times given for special orders are estimates only.

As an established and responsible independent retailer, we provide this policy as a goodwill gesture in line with UK legislation and Trading Standards guidance. For clarification of your statutory rights please refer to Trading Standards or Citizen's Advice publicly available material.

V3 March 2023

Please refer to SerenityDesigns.com for our full terms and conditions