

RETURNS POLICY

Here at Bou-Ella Fashion we are happy to offer our customers a full refund when items are returned to us within 14 days of the original purchase, items returned after the 14 day period will **NOT** be accepted. It is the customer's responsibility to pay for a suitable return postage for the unwanted item, ensuring that it will arrive with us within the 14 day period. We recommend using a tracked and signed for postage service and keeping your proof of postage until you have received your refund.

PLEASE NOTE: PLEASE EMAIL BOU-ELLA FASHION BEFORE RETURNING YOUR ITEM
info@bou-ellafashion.co.uk

If you fail to email us before you return your item this may delay your refund process.

OUR POLICY

- Items **MUST** be securely packaged including the original sales invoice.
- All items **MUST** be returned within 14 days for a refund.
- We must receive an email regarding your return before posting.
- Ensure your items are returned via a tracked delivery method.
- Bou-Ella Fashion will **NOT** be responsible for any items lost or damaged in the post.
- All Items on return **MUST** be in the same brand new condition as when purchased.
- Items **MUST** be unworn with tags still attached.
- We aim to process your refund within 72 hours of receiving your item.
- We have the right to **REJECT** items returned after the return period or which are not in the original condition.

YOUR ITEMS MAY NOT BE ACCEPTED DUE TO THE REASONS BELOW:

- Any make-up, fake tan, deodorant marks or moisturiser stains.
- Significant signs of wear.
- Tags no longer attached.
- We suspect the item has been worn, washed or tampered with.
- The item has not been returned with the original invoice.
- The item is damaged in any way which is not a fault.

Please email info@bou-ellafashion.co.uk if you have any enquiries regarding our returns policy.