

CirChic Returns Policy

At CirChic, we want you to shop preloved with confidence. Every piece is carefully selected, checked, and described with honesty. However, as a Pro Seller on Vinted, we are also committed to giving you a fair and straightforward returns process.

Your Right to Return

- **14-Day Returns**

Buyers have the right to return items purchased from CirChic within 14 calendar days of delivery, for any reason. This is part of your *right of withdrawal* under UK consumer law and Vinted Pro policies.

- **Condition of Returns**

Items must be returned in the same condition as received, including any tags, packaging, or accessories.

- **Non-Returnable Items**

Certain items may not be eligible for return, such as:

- Items marked as “final sale” in the listing
 - Items clearly described as having flaws or wear (these are accepted as sold)
 - Items falling under hygiene exclusions (e.g. underwear, earrings)
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How to Return an Item

1. Contact us within 14 days of receiving your order, via Vinted or directly at mandy@circhic.co.uk
 2. Repack the item securely using the original packaging where possible.
 3. Post the item back using a tracked delivery service (buyer is responsible for return postage unless the item was misdescribed).
 4. Once we receive and check the return, your refund will be processed via your original payment method.
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Refunds

- Approved refunds will be issued within 5 working days of receiving the return.
 - Refunds cover the full sale price and original delivery fee (where applicable).
 - Return postage costs are only reimbursed if the return is due to an error on our part (e.g. misdescribed item).
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Transparency You Can Trust

- We are committed to honesty in all listings: condition grades, photographs, and descriptions.
 - CirChic retains a 40% commission on consignment items, but this does not affect your right to return as a buyer.
 - Our returns policy reflects both UK consumer rights and Vinted Pro regulations.
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Questions?

If you have any questions about your order or a return, please email mandy@circhic.co.uk or message us directly via our Vinted shop.