

CirChic Boutique – Returns Policy

Returns

We want you to be so delighted with your purchase that you have no intention of returning it to us! That's why we've been careful to measure every item and share photos on the product pages of the measurements, and the fabric in different angles and lights so you can get as accurate an image as possible of the colour of the fabric.

Please check the photos and description carefully before you buy something, and if you have a question about an item, or would like further information before buying, please let us know.

We will accept returns if something doesn't fit, or if you don't like the style but the cost of return postage is down to you, and we recommend using a tracked method for returning the item to us. If you wish to return something, firstly email mandy@circhic.co.uk with the item description and reason for return. We will process your request and email you with further details of how to return your item.

If, however you order something and it is faulty or has a mark or hole our quality inspection has overlooked or failed to mention in the description, you can return it for a full refund, including the cost of the return postage.

Our returns policy lasts 14 days. If 14 days have gone by since your purchase, unfortunately we can't offer you a refund.

To be eligible for a return, your item must be in the same condition that you received it, and we may ask you for photographs if the item is damaged or defective in any way.

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 5 working days.

Late or missing refunds

If you haven't received a refund after 10 days from sending the return to us, first check your bank account or credit card company to see if the refund is pending.

If you've done all of this and you still have not received your refund yet, please contact us at mandy@circhic.co.uk.

Sale items

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Shipping

All returns must be sent using a tracked shipping method within the 14 day returns period.