

## RETURNS

### WHAT IS YOUR RETURNS POLICY?

- Items must be returned within 14 days of the date the parcel has been received by the customer.
- Items must be unworn and unwashed.
- Items must have all tags attached.

### HOW DO I RETURN MY ITEM(S)

- Re-Pack the item with the original labels and tags still attached.
- Cover you address label with Dolly's Cute & Curvy Boutique address.
- Return the packing and obtain a proof of postage. Keep your certificate of postage safe as you will need this as your proof of postage.

### RETURNS ADDRESS?

Dolly's Cute & Curvy Boutique  
Willowfield Studios  
67a Willowfield Road  
Eastbourne  
East Sussex  
BN22 8AP

We're sorry, but we are unable to offer free returns for customers, returns must be made at your own cost. All customers who wish to return their items can use the returns label found on the bottom of their returns form.

**\*Please note, refunds will not be given on items deemed unfit for resale, reasons may include:**

- makeup marks
- perfume smell
- tan marks
- alterations
- strong odours
- pet hair

**Once we've received your parcel, please allow 14 days for your refund to arrive. We'll get in touch via email or Facebook Messenger when your parcel has arrived and your refund has been processed.**

### SHOULD I DO IF I RECEIVE AN INCORRECT OR FAULTY ITEM?

Although great care is taken in ensuring that your items are checked before they are sent from the Boutique we understand that occasionally human error can occur. Please send an e-mail or Facebook message with your order number, the name/product code of the item you were supposed to receive or details of the fault.

**\*A consumer cannot claim for a refund or replacement if he/she alters the item or causes any damage to the item.**

**Dolly's Cute & Curvy Boutique hold the right to cancel and refund any order that has been purchased through our website. This includes orders made from countries we do not currently ship to.**