

## REFUND POLICY

Dear Customer

Please note before trying on or taking off any outfit, remove all shoes, all jewellery and all make up. Please also ensure you are not wearing perfumes.

Please step into the dresses.

All outfits are carefully inspected before postage, including zips, catches and stains.

Lisa Dawson

## OUR RETURNS POLICY

We want you to be satisfied with your purchase. Occasionally however, we know that you may want to return or exchange items. Please email [lisa@lisadawsonboutique.co.uk](mailto:lisa@lisadawsonboutique.co.uk) immediately a refund is required.

We are happy to accept returns on any garment that is unused and in their original condition with tags and returned to us within 7 days from the date of arrival to you. If for any reason items are, in the opinion of Lisa Dawson Ltd, not in the original condition and/or beyond the 7 days of your receipt a refund will not be processed, and you will need to arrange collection

You are responsible for the safe return of products to us, including the cost of doing so. It is recommended that you insure your parcel to the value of the outfit in case of loss or damage.

A £12.50 charge will be deducted from the refund to cover delivery costs.

We aim to process all refunds and exchanges within 3 business days of receiving the return in-store. Please allow a further 5 business days for this to reflect in your accounts.

Please note, this returns policy does not relate to any purchases made in store.