

MILK + BLUSH

RETURNS POLICY

As part of the Consumer Protection (Distance Selling) Regulations Act 2000, you have the right to return your product for a refund on the condition that you provide us with a written notice (email) within 21 business days.

Also, as part of the Consumer Protection Regulations Act 2000, certain goods by reason of their nature cannot be returned.

Hair extensions are hygiene sensitive products, therefore once they have been taken out of their packaging, they will be exempt of refund or exchange.

Once the tamper evident / guarantee void seal has been removed or the packaging has been tampered with, they will not be eligible for a refund or an exchange.

If you require a refund on a Milk + Blush product you will need to pay the postage costs. The goods are your responsibility until they have been received by Milk + Blush. Once you have notified us, you must return the product back to us immediately.

RETURNING OUTSIDE OF EUROPE

If you are returning your item from outside the European Union, your postal service will provide you with a customs form.

This will need to be visible on your returned parcel.

You must clearly write the following on the customs form:

RETURNED ITEM - NO DUTIES

If you fail to do this, your item will be returned back to you before it reaches us at Milk + Blush.

You should never return your item with FedEx, it will be rejected.

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EXCHANGES

The quickest way for you to obtain a different set of extensions is to place a new order and to send your original order back for a refund. Please ensure your original order is unopened and meets the returns guidelines overleaf.

REFUNDS

Please ensure your return complies with the returns policy overleaf.

STEP 1

Email hello@milkandblush.com to let us know which item you are returning.

STEP 2

Complete the form below and include a copy of your original packing slip if possible.
Send to: M+B Studio, 2nd Floor, 124-125 Bute Street, Cardiff CF10 5AE, United Kingdom

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Order Number (essential):

Order email:

Name:

Address:

Product(s) being returned:

Reason: