

Returns Policy

- Notify us by email and return within 21 days
- Hair extensions can only be returned unworn and unopened
- Complete the form overleaf

Policy Details

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. Once the tamper evident / guarantee void seal has been removed or if 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.

Important: Overseas Returns

When returning from outside the U.K

1. On the customs form you must clearly write: **RETURNED ITEM - NO DUTIES**
2. Never return your item with FedEx as it will be rejected.

Failure to follow the above will prevent your return reaching Milk + Blush.

Exchanges

We can complete exchanges for products of the same value. However, if you'd like a different product of a different value, the policy is to return for a refund and repurchase.

Refunds

Please ensure your return complies with the returns policy overleaf.

How To:

Step 1

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

Step 2

Enter your information below, it must correspond with the details you used when originally making your order.

Step 3

Remember the item is your responsibility until it arrives back at Milk + Blush. Tracked and insured postage is recommended.

Send to:

M+B Studio, 2nd Floor, 124-125 Bute Street, Cardiff CF10 5AE, United Kingdom

Order Number (essential):

Order email:

Name:

Address:

Product(s) being returned:

Please circle: Exchange Refund Other

Reason: