

The Pure Serenity Returns Policy

We want you to be as happy as can be with your order but just in case you do change your mind or your item is faulty, then please read on for how we can help resolve this for you.

Please note your statutory rights are not affected by these terms.

Returning Unwanted Items

If you've changed your mind about the item(s) you've ordered from us, don't worry, you have 28 days from when you receive them to return them back to us.

The returned product(s) must be unused and in their original condition and must include all the contents (including instructions and packaging).

If the item was part of an offer e.g. buy one get one free, then both must be returned to be eligible for a full refund.

We do not cover the cost for returning the products back to us and ask that you please obtain a proof of postage receipt when sending the items back, as we do not accept responsibility for products lost or damaged in the post. We may ask for this receipt at anytime during the returns process.

The cost of the initial postage paid by you for us to deliver the goods will only be refunded if you have notified us of your intent to return all the items within the 14 days after you have received them.

To return unwanted items, please print off and complete the returns form.

Items Which Can't be Returned

Unfortunately, we are unable to accept returns on the following unwanted items:

- Toiletries and cosmetics
- Underwear
- Intimate items
- Perishable products, such as food, inflated balloons and flowers.

Faulty Goods

- If your item is damaged in transit, please contact us as promptly as possible (within 7 working days of receiving the item) and we will advise you on how to proceed.
- If the product you have ordered is faulty, you have 28 days from the date of receipt to return it back to us.
- When returning the item back to us, please use the address provided below.
- For faulty items over 2kg, please contact us before returning your item as we may be able to arrange a courier or organise an alternative method of return.
- For International faulty orders, you are unfortunately unable to use our freepost address, but please use the address label provided, and keep your postage receipt. As soon as we process the return we'll also refund your postage up to a value of £5 per KG.

To return faulty or damaged goods, please print off and complete the relevant form, below:

- UK customers please complete the standard return form on our download section.
- International customers please complete the standard return form on our download section.

Christmas Returns Policy

Orders placed from 1st November can be returned up until 31st January; this gives you plenty of time to return any un-wanted Christmas gifts. Our usual processes still apply.

How Do I Return My Items?

If your item is unwanted, please print off and complete the standard return form on our website.

If your item is faulty or damaged or we have sent you the wrong item, please print off and complete the standard return form on our website.

If you are an International customer, please print off and complete the standard return form on our website.

Please put your items into protective packaging and post it back to the returns address on the form.

Make sure you complete and include the returns form in your parcel or it may delay the process.

We ask that you please obtain a proof of postage receipt when returning items back to us, as we do not accept responsibility for products lost in the post. We may ask for this receipt at any time during the returns process, so please retain this.

Refunds

We will not confirm that we have received your returned parcel. Upon receipt of your items it will take up to 14 working days to process. Refunds will be made back to the original payment method used to make your purchase. Refunds can take up to 5 working days to appear in your account once processed.

Cancellations

If you need to make a change or cancel your order, then you can only do this within 15 minutes of placing your order (excluding Gift Experience orders). Log into your account to do this. If you didn't create an account when you placed your order you can simply request a password reset and we will send you details of how to log in.

Unfortunately, if we have already begun processing your order, we are unable to cancel it and you will be liable for the cost of returning the unwanted items.