

CANCELLATION AND RETURNS POLICY

Not satisfied?

If for whatever reason you change your mind and would like to return your order after delivery, we're happy to refund or exchange your purchase as long as it's unopened and in its original packaging. This option is available for 14 calendar days after delivery.

Returns Policy

We adhere closely to The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations, and we want you to be 100% satisfied with your order and strive for total satisfaction so we accept items back. You are entitled to a refund as long as you inform us of your decision to cancel within 14 calendar days from the day after delivery of the goods. You can examine the goods as you would in a shop but to obtain a full refund you must not start using them.

The goods must be in an 'as new' condition and returned in the original, undamaged packaging, along with any other items that were received with them.

Ways to refund / Cancel your purchase

You can email us at support@BeArty.com providing us with the following information:

Name of the item(s)
Order Number and Price
Date of Order
Date of Receipt
Your Name
Your Address

You can also use the following Refund form if it is easier for you (but it is not obligatory). You can also phone us on [020 7307 5920](tel:02073075920) with your order number and delivery details to hand.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right of cancellation before the cancellation period has expired.

Place to return goods

Once we confirm the acknowledgement of receipt of your wish of cancellation and we accept the return, you will need to return the items in their original packaging to: *(see next column)*

Place to return goods

BeArty Ltd
BeArty Returns
3rd Floor, 207 Regent Street
London
W1B 3HH,
United Kingdom

Please do remember to get proof of postage of any items you send, as we are only able to issue refunds for goods we receive back.

Refund

Once we have received the goods back from you, we will give you a refund for the cost of the Product including any shipping charged on the original order, although you will be responsible for the cost of returning the item to us.

We may make a deduction from the refund for any loss in value of the goods if the loss is a result of any unnecessary handling by you, but such deduction will be for items that have a clear diminished value of the goods. Refunds can take up to 14 days to process and you will be notified immediately via email once the refund is issued. A refund will be issued back to the account linked to your original method of payment, unless we have expressly agreed otherwise.

Unable to refund / Cancel your purchase

If you want to return your product after 14 calendar days. If the item is damaged or has any "wear or tear" in any way.

Otherwise, we want to ensure total satisfaction and will do our utmost to ensure our commitment to you.

Faulty goods

Whilst we strive to ensure that we offer the highest possible standards sometimes things can go wrong.

Our customer services team will help you right away. Please let us know by email as soon as possible, including photos of the fault, and we will contact you to resolve the issue.

Our team can be reached using support@BeArty.com or by phone on [020 7307 5920](tel:02073075920).
