

RETURNS

OBTAINING YOUR RETURNS NUMBER

Email returns@beautylusthaves.com with your order number and reason for return.

You will receive an email which shall include your RETURNS NUMBER.

Please enclose a copy of your returns number and invoice in the return parcel.

The parcel must then be returned via the Post Office counters in accordance with the details set out below.

SENDING US THE RETURN

The item must be re-packed in the same condition as it was received.

You will then need to return the package at a Post Office

Counter to:

BeautyLustHaves.com
Returns Department
1 Holland House
11 Sundridge Avenue
Bromley
Kent
BR1 2PU

Obtain a postage receipt from the Post Office; this will act as your proof of return.

REFUND PROCESS

We will process a refund to returned items that are in accordance with our returns policy.

Items must be returned in their original condition within 14 days of the date shown on your dispatch note.

Once the product has been received and inspected we will send you an email letting you know we have received and processed your return.

After you have received the email please allow 5-10 working days for the refund to be credited to your account.

If you are returning an item because it is unwanted – the delivery charge is non refundable.

If the product is returned because it is defective or not the one you ordered will we issue a full refund including the delivery charge after our inspection has taken place.