

Returns and Cancellations of Orders:

Under the distance selling regulations you have the legal right to return your order within 14 working days from the date of receipt of the goods if you send us a notice of cancellation in writing and return the goods to us in their original, unopened and unused condition. For further details of how to return merchandise please see our Returns section. Where goods are delivered to a third party you may exercise your right to cancel if you are able to return the merchandise to us. You can submit your cancellation notice by email to sales@secretsdaventry.co.uk. Your statutory rights are not affected.

RETURNS

The returns policy is for goods purchased on our website (www.secretsdaventry.co.uk), by mail, by post or over the telephone. Secrets Boutique Salon Ltd hopes that you will be very happy with your order. However, we will of course offer a refund, exchange or replacement on all goods that are in their original, unopened, unused and undamaged condition provided they are returned to us within 14 days of your receipt of goods. We will consider the condition of the goods being returned when making a refund.

Should you wish to return any goods, please notify us within a period of 14 working days beginning with the day following the day of delivery to you, by emailing us at sales@secretsdaventry.co.uk or by calling us on +44 (0) 1327 705597 and we will provide you with details on how to return your order. You will be asked to please provide full details of the customer order number and the goods which are being returned.

On receipt of the returned goods we will give you a refund of the amount paid for the goods. We do not refund the original delivery charge unless the goods are faulty or have been incorrectly supplied. Refunds will be made against the original form of tender. Please note that the return costs will not be reimbursed. Postage or other return costs will be the customer's responsibility and will be reimbursed by us only in the case of damaged, faulty or incorrectly supplied goods.

Any merchandise being returned must be repacked in the original shipping box.

Once your order is placed it will not be possible to be cancelled. It must be delivered and returned to obtain a refund.

Please be aware that you will be responsible for organising and paying for a return of any items to us. Please ensure that all returned items are sent as a tracked delivery to ensure your return is received safely. Secrets Boutique Salon cannot be held responsible for returned goods that do not reach our salon.

Once we receive your returned item(s), please allow up to 5 business days to process your refund along with email confirmation.

Unfortunately, we cannot accept returns on sale items or gift vouchers.

Thank you.

The Secrets Team