

Returns

We are pleased to offer a 14 day returns period for any *non-sale* goods purchased.

If you wish to make a return of any products they must be:

- Unworn
- In the state of packaging / condition in which they were sent to you
- Boxes must be in good condition and unopened
- If sent in a sealed package, the original seal must still be in tact.

If an item is damaged or faulty please email us with photos and a detailed description of the issue for us to review as soon as you get the item.

Please email us at sarah@ivyandarlo.co.uk with your order number and details of the items you wish to return, and we will give you the returns address.

On receipt of the returned products, refunds or replacements will be issued within 14 days.

Please note:

- *Please check items as soon as you receive them (even if they are a future gift e.g. for birthday or Christmas). If you notify us of any damages more than 14 days after receipt we cannot accept responsibility for the damage.*
- *If you paid by PayPal and wish to return an unwanted item, we will need to deduct the original PayPal fees from the refund amount. This is because PayPal no longer refunds us these fees if a refund is processed.*
- If an item is returned in a different condition to what it was sent (damaged, opened etc), we have the right to refuse a refund or offer a partial refund.
- Items featured in the 'Sale' are non-returnable. If there is an issue with your sale purchase, please contact us as soon as possible.
- If you received free postage on your order, we will deduct a charge of £3.65 or £6.95 (depending on the service used) to recoup our postage costs.

- You will be liable for return postage costs.
- Ivy & arlo are not responsible for any postage / packing costs arising from unwanted products being returned (unless an error was made in the order or there is a fault). We would suggest that any returned products are sent via Recorded or Special Delivery as we cannot accept responsibility for any goods lost in the postal system.