



Terms & Conditions

Refund Policy

If for any reason your order does not fulfil your expectations, you may return it to us within 10 working days of receipt. We will offer you an exchange or a refund provided that the items are returned to us complete, in perfect condition, clearly unused and in their original packaging. We cannot offer an exchange or refund if this is not the case.

Please contact us by email within 14 days of receipt of your order. Failure to report a damaged item within 14 days will invalidate your right to any refund or replacement.

For all returns, except where the goods are faulty, you are required to arrange and pay for the return of the items. Please state why you are returning them, and whether you want a refund or an exchange. Please repack the items very carefully and send them back to us: Hidden Pretty Gifts – **28a Teall Street, Wakefield, West Yorkshire, WF1 1QF.**

Hidden Pretty Gifts cannot be responsible for parcels lost in transit. We strongly recommend that you obtain proof of posting when making a return.