

# adorn U

PERSONALISED MAKEUP BRUSHES

## Refunds and Returns

### **CAN I CHANGE OR CANCEL MY ORDER?**

Once completed and placed, your personalised order is downloaded so that we may offer you expedient service, with orders often personalised within 48- 72 hours! Understandably, cancellations or changes to personalised orders cannot be accepted once you have completed and placed your order. Completion of your order confirms and acknowledges that you have reviewed and verified the accuracy of your entire order before it was submitted.

### **WHAT IS YOUR RETURNS PROCEDURE?**

Unfortunately, we do not offer returns on personalised products. We advise to check and then check again that your personalisation is correct before purchasing. If you make a spelling mistake and only realise after the order is placed please contact us as soon as possible and we will do our best to correct the spelling assuming the item has not already started production. Unfortunately if the engraving has already started we will not be able to make a new set without you incurring a charge.

In the unlikely event your item becomes faulty (not general wear and tear of single hairs lost) within 3 months of delivery please let us know and we will do our best to fix the problem for you. However adorn U cannot be held responsible for brush hairs lost due to improper use and/or incorrect cleaning methods. Please see our advice on brush cleaning for further guidance.

If we have sent you an incorrect item or we have made a mistake on your personalisation that is indeed our fault, please contact us as soon as possible and we will replace your item or arrange a refund immediately.

### **WHAT DO I DO IF ANY ITEM IS DAMAGED?**

Please contact us immediately and we will process a return once we have received a photograph of the item so that the damage can be verified. Any photographs can be emailed to – [enquiries@adornu.co.uk](mailto:enquiries@adornu.co.uk)