

Mollie Moo



Returns and refund Policy

Returns

You have fourteen days to return an item from the date you received it and to be eligible for a return. Your item must be unused, in the original packaging and in the same condition you received it.

You must have the receipt or proof of purchase in order to return your item.

Refunds

Once we receive your item, we will inspect it and notify you that we have received your returned item. If your return is approved, we will initiate a refund via your original method of payment within five working days of receiving your item.

Shipping

You will be responsible for paying for your own shipping costs of returning your item and shipping costs are non-refundable. Mollie Moo will only cover shipping costs if the item is faulty.

Mollie Moo will not be responsible for any missing items where proof of postage can be provided. We will however, assist you where we can with contacting Royal Mail to investigate.

Exchanges

Exchanges can be given if the item is in stock. If the item is not in stock you will be provided with a turn around on when we can get this ready for you. Mollie Moo will not be liable for the postage of exchange items unless the item is faulty.

If you have any questions on returning your item, please contact us.