

Customer Care – Pearl and Gray

At Pearl and Gray, we're committed to offering you a seamless and enjoyable shopping experience from start to finish. Your satisfaction is at the heart of everything we do.

Delivery Information

We aim to dispatch all orders within 1–3 working days.

Standard UK delivery typically arrives within 3–5 working days once dispatched.

You'll receive a confirmation email once your order has been shipped. Please ensure your delivery details are correct at checkout, as we cannot amend addresses once orders are processed.

Returns & Exchanges

We hope you love your Pearl and Gray pieces, but if something isn't quite right, you may return your item within 14 days of receiving your order.

Items must be:

- Unworn and unwashed
- In original condition
- With all tags attached

To start a return, please contact us at pearlandgray@outlook.com with your order number.

Please note: Sale items and earrings (for hygiene reasons) are non-returnable or exchangeable unless faulty.

Faulty or Incorrect Items

If you've received a faulty or incorrect item, we're truly sorry. Please contact us within 48 hours of delivery with photos and your order number, and we will resolve the issue promptly.

Contact Us

Our customer care team is here to help.

Email: pearlandgray@outlook.com

Response time: Within 24–48 hours (Monday–Friday)

Payments

We accept all major debit and credit cards, along with secure payment options at checkout. All payments are processed securely.