

# Returns Policy

Pearl and Gray

We hope you love your purchase from Pearl and Gray. However, if something isn't quite right, we're here to help.

## Returns & Exchanges

We offer refunds or exchanges within 14 days of receiving your order.

To be eligible for a return or exchange:

- Items must be returned within 14 days of delivery
- Items must be unworn, unused, and in their original condition
- All original tags must be attached
- Items must be returned in their original packaging

We reserve the right to refuse returns that do not meet these conditions.

## Non-Refundable Items

The following items are non-refundable and cannot be exchanged:

- Sale items
- Discounted or promotional items
- Jewellery (for hygiene reasons)

Please ensure you are completely happy with these items before purchasing.

## Faulty Items

If you receive a faulty or damaged item, please contact us within 48 hours of delivery with your order number and clear photographs. We will assess the issue and arrange a replacement or refund where appropriate.

## Return Postage

Customers are responsible for return postage costs unless the item is faulty. We recommend using a tracked service, as Pearl and Gray cannot be held responsible for items lost in transit.

## How to Start a Return

To initiate a return, please contact us at:

[pearlandgray@outlook.com](mailto:pearlandgray@outlook.com)

Include your order number and reason for return. We will provide further instructions.