

## Returns and Refunds -

### RETURNS AND REFUNDS

#### Returns

We hope that you will love your order! However, if you change your mind within the timeframes below, you can return any item in accordance with our Returns Procedure:

#### Timeframes for Returns/Cancellations

**UK Orders** – Goods must be returned within 30 days for any refund of the Handbag amount and delivery charges. Any returns are free using the Royal Mail UK returns label found inside the box.

**EU-Orders** – Goods must be returned within 30 days for any refund of the Handbag amount and delivery charges. Unless the goods are returned due to being faulty or incorrect, the cost of the return is non-refundable, and 3 Love Hearts reserves the right to arrange collection; in this case, the customer will be totally responsible for the collection charges. If you are returning the goods due to being faulty or incorrect, please get in touch with us at [orders@3lovehearts.co.uk](mailto:orders@3lovehearts.co.uk)

**Non-EU Orders:** All goods must be returned within 30 days for any refund of the Handbag amount and delivery charges. Unless the goods being returned are due to being faulty or incorrect, the cost of the return is non-refundable, and 3 Love Hearts reserves the right to arrange collection; in this case, the customer will be totally responsible for the collection charges. If you are returning the goods due to being faulty or incorrect, please get in touch with us at [orders@3lovehearts.co.uk](mailto:orders@3lovehearts.co.uk)

Here's what you need to do:

- Handbag products that are getting returned must be unused, in their original packaging, including dust bags (where applicable) and any labels.
- You can return any unwanted products during the first 30 days using one of the methods set out on your dispatch note – you can i) tick the refund or replacement tab and select the reason for returning the item by selecting a reason code listed next to the item/items you want to return and send the completed dispatch note back to us alongside the unwanted product, or ii) make use of the cancellation form that we sent across to you with your order confirmation (and that we are obliged to make available to you under consumer legislation) by completing and returning this form to us, again alongside your unwanted product – you can find a copy of the cancellation form here too. In returning the item, we must

know your details, the order number it relates to, and whether you want a refund or a replacement. Without these details, we cannot take the action you want.

- Put the product with the completed dispatch note/cancellation form inside the box and send it to 3 Love Hearts, 3 Love Hearts Website Returns Department. 3 Love Hearts + Big Yellow Self Storage, 120-170 Stewarts Road, London, SW8 4UB, United Kingdom.
- For orders outside the UK, we strongly recommend using recorded delivery, registered post or another secure delivery method from a reputable carrier; also, retain the receipt only until you have received credit for the returned Handbag items. Please affix the free Royal Mail returns label for orders within the UK.

If you return your product in line with the Timeframes and Returns Procedure above, we will:

- Refund the customer the price you paid for the Handbag. However, please note that we are permitted by law to reduce your refund to reflect any reduction in the value of the goods if this has been caused by your handling them in a way which would not be permitted in a shop (e.g., products being returned must be treated in line with point 1 of the Returns Procedure above). If we refund you the price paid before we can inspect the goods and later discover you have unacceptably handled them, you must pay us an appropriate amount.
- Refund any delivery costs you have paid to receive your order. Although, as permitted by law, the maximum refund will be the costs of delivery by the least expensive delivery method we offer (provided that this is a common and generally acceptable method). For example, if we provide product delivery between 3-5 days at one price, but you decide to have the Handbag product delivered within 24 hours at a higher price. We will only refund what you would have paid for the cheaper delivery option.
- Refund will be processed to the original method of payment. Should the purchase have been made using multiple methods, i.e., credit/debit card and gift card, refunds will always be processed to the gift card first and the rest of the balance to the credit/debit card. We will email you to let you know your refund has been processed and that refunds can take up to 15 working days to process from receipt by our Returns Department.

Please note that we can only accept returns of personalised products if the item is faulty. Any refund out of the 3 Love Hearts policy will be at the discretion of the 3 Love Hearts online team and will usually be given in ONLINE Credit to the value of the Handbag's current selling price.