

Refund Policy

This policy sets out the returns policy for goods or services purchased through the online store operated by The Busy Bee Boutique

Whilst we hope you love what you buy from us, we understand there are times when you need to return your purchase. We are always here to help.

You have 14 days to return your order for a full refund, minus delivery charges. We currently cannot offer exchange.

To be eligible for a return, your item must be unused, unopened and in the same condition that you received it, and it must be in the original packaging.

Once your return is received and inspected we'll contact you to let you know whether your refund will be processed or not. All refunds will be issued in the original method of payment and currency within 14 days of receiving the order back from the customer.

Please Note: We cannot refund the postage costs of returning your items.

Return Steps

- Email us to initiate a return, please do not send a return before confirming with us first.
- Repackage
- Please ensure items are in their original packaging, unused, unopened and undamaged and your name, address and order number is included inside the package.
- Take it to your local post office (we recommend using a tracked service) We cannot be held responsible for lost packages.

The Busy Bee Boutique

Pod 1, Derby House

Mossey Lea Road

Wrightington

WN6 9RE

Refund & Return FAQs

Sale Items

Sale items are not eligible for a refund if you have changed your mind. If you are in any doubt please contact us before making the purchase.

Gift Cards

Other types of services cannot be returned for a refund, such as gift cards.

Faulty Items

If the item you purchased was faulty or did not work properly, or you think the item was not as described in the item description, please contact us first before requesting a refund as we may be able to resolve your problem to your satisfaction.

Not Received a Refund

If you haven't received a refund yet where we have told you we have issued one, please check your bank account or card statement to make sure it hasn't been received and then contact your bank as some banks or card companies take a number of days to credit your account. If you don't see anything for a few days, please email laura@thebusybeeboutique.co.uk