

Our return policy

Hey there!

We are happy to let you know that our store has a 14 day return policy. We've made the process as simple as possible – please follow the steps below!

1. Are you are eligible for a return

For this, your item should be in its original as sold condition, which means:

- It should be in its original packaging
- It shouldn't be damaged or used. (Unless you have received faulty goods)

2. Please do let us know

If you wish to return an item, complete the returns form [here](#) stating the reasons for your return, make sure to email the completed form to info@fayrosecosmetics.co.uk.

Please make sure you contact us within 14 days after your product reaches you, to benefit from the return policy. The delivery date, as stated by the shipping courier, is the one that counts!

You will be contacted shortly by our customer support team who will provide you with a printed label or QR code.

Please don't ship anything before contacting us. We will not be able to make reimbursements for products shipped before contact with our team was established.

3. Fill out the form and check the return address

Once you have filled out the returns form above, please print it out and put it inside the package. Make sure to use the label provided as this has the correct return details. We will not be responsible for any missing products which have been sent to an incorrect address.

4. Ready to post!

If you contacted us within 14 days of the delivery date and have received our return instructions from our support team, you're all set!

Please either print the returns label provided or take the QR code along to your local Royal Mail post office. Don't worry, they will scan the code and print the label for you.

Exception to this rule: Due to hygiene reasons, we are unable to accept returns or exchanges of makeup. Exception will be where you have received a faulty or broken product.

5. Receive your refund

Once we receive your item, we will inspect its condition. If everything is Ok, we will initiate the refund to your original payment method.

Every effort will be made to ensure a prompt refund. Returns are usually processed within 3-5 days after reception, but it might take additional time for the bank to process the request.

What to do, if my product arrives damaged

We're committed to bringing you nothing but the best. Should you have received a damaged product, don't worry – we're committed to making things right.

Here's what you can do to help us assist you:

1. Please take a picture of the damage

In order to help you out, we will need proof of the damage. Please help us by taking a picture or video, depending on what you need to show.

2. Make sure you inform us as soon as possible

Please contact us by filling out the contact form on our website. Our agents will contact you back and find the best suitable solution to correct our mistake at our expense.