

POPPY & CHARLIE

Returns Policy

Please choose carefully as we do not exchange or refund for change of mind. Sales Items are sold as is with no refund or exchange. All deposits are non-refundable this includes pre-order items, however a deposit may be used on alternate items.

Faulty Items will be repaired if possible and if not replaced. If the item you received is faulty, please contact us within 10 days quoting your order number, your name and address, details of the product and the reason for return. We will then advise on how to proceed with the return. The item must be returned in its original condition and packaging with any enclosed documentation. When trying on items of clothing, please ensure that you are not wearing perfume, makeup, fake tan or a deodorant, which may leave a scent or mark on the item. We will be unable to accept the return of any item where there is evidence that these instructions have not been followed. The item is the customer's responsibility until it reaches us, we recommend using a delivery service that insures you for the cost of the value of the goods. Please note shipping costs are non-refundable.



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