

Refund policy

Need to return something to us?

Contact us

If you need to return a product to us, contact our friendly Customer Care team, who will be happy to advise you how best to proceed.

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Please don't send anything in the post without first contacting us, as not every item can be sent through standard post or refunded. For example, body sprays and perfumes over 30ml cannot be returned by post due to mailing restrictions.

Contact us via email at orders@teyeseye.com

In summary

You have a legal right to cancel a contract which starts from the date we confirm your order and receive payment from you (or if you have already received the item, from the day you receive it), which is when the contract between us is formed.

Our return policy is valid for 14 days following purchase. Days mean calendar days, including weekends and public holidays. If it's more than 14 days since your purchase, unfortunately, we cannot offer you a refund or exchange your purchased item.

To be eligible for a refund, your item must be unused and in the same condition and in the original package in which we delivered it to you. Only regular priced items may be refunded.

For hygienic reasons and to protect other customers, some products are exempt from being returned and/ or exchanged once purchased. We do not accept a refund on intimate and personal skincare products/ cosmetics, sanitary or perishable goods, and flammable liquids or gases. Downloadable products, books, and gift cards are also exempt from refunds. Items purchased while on sale cannot be refunded. In some cases, only partial refunds are granted (and at our discretion). For example, items returned more than 30 days after delivery (but posted within the 14 days refund period).

Refund Procedure:

In order for us to process your returned item and refund, you must provide us proof of purchase, which may either be a receipt or other acceptable documentation such as a bank/ card statement evidencing payment to us.

Once your returned item is received and inspected, we will send you an email to confirm receipt. We will also notify you of the approval or rejection of your refund. If approved, then your refund will be processed, and the amount credited into your debit/ credit card or original method of payment, within 30 days from the date of approval.

Gifts

Items marked as a gift when purchased and shipped directly to you, will be eligible for a gift card credit for the value of your return. Once the returned item is received, a gift certificate will be issued and emailed to you, and will be valid for 3 months from the date of issue.

Still haven't received your refund?

Allow 10 days after refund for payment to clear. If you still haven't received your refund after 40 days (from the date of approval), please contact us at orders@teyeseye.com

Mailing Address:

After receiving confirmation from us that your purchased item can be returned by mail, please mail all returns to our address at:

208a Picton Road,

L15 4LL, Liverpool,

United Kingdom

It is your responsibility to pay for the shipping costs incurred in returning the item to us, and we take no responsibility for any lost or damage caused during this process. We do not refund or pay for shipping costs. When returning items to us, we recommend that you consider using a trackable mailing service and/ or purchasing insurance. We cannot guarantee that we will receive your returned item (and only items that we receive will be processed for refunds). If you requested an exchange, the cost of shipping the new item will be taken care of by you. Items can only be shipped once you have paid for the cost of shipping.