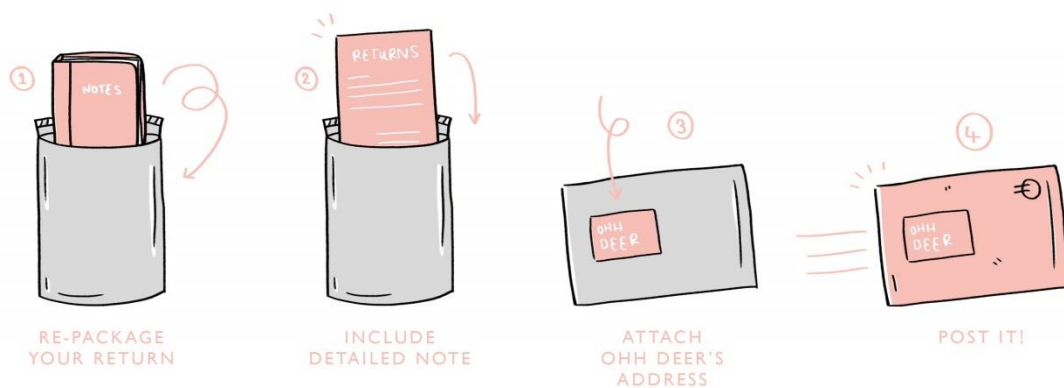


OHH DEER

Returns Policy

While we're sure you'll love what you've ordered, we understand that sometimes you might have second thoughts. To make a return for a refund or exchange, you'll need to follow the instructions below. *(This does not include items purchased in one of our stores)*

Please note: our free returns policy is only valid for UK customers and goods must be sent back within the first 7 days of you receiving your order. This does not impact on your statutory rights, refunds and exchanges are only issued for unused or faulty items returned to us within 30 days. Due to hygiene reasons earrings are excluded from our returns policy, we are unable to refund or exchange any earrings purchased at Ohh Deer.



- 1 **Re-package your return** - all items must be sent back in a saleable condition and returned in their original protective packaging with the barcode(s) and/or tags intact. You can reuse our packaging or use something suitable which will protect the content.
- 2 **Include detailed note** - our returns slip will need to be printed, completed and included in your return package to enable us to process your return. [download returns note here](#)
- 3 **Attach Ohh Deer's address** (Ohh Deer Ltd, 3-6 The Rushes, Loughborough, LE11 5BE)
- 4 **Post it** - please send goods back 1st class only, ensuring you obtain a 'receipt' of postage for proof if required. If items returned within our 'free returns policy' are sent back with any other service i.e special delivery or signed for you will only be refunded the amount for standard first class.

When returning your purchase please allow 14 days from the day the order is posted for your refund to be processed or your replacement to be dispatched. We will email you to let you know when your refund or your replacement order has been processed. Refunds normally take around 3-5 working days to be credited back to the account originally debited.

If you are experiencing any difficulties with our return policy, please don't hesitate to contact our customer service team on customerservice@ohhdeer.com.