



ALPHABET SOUP - RETURNS AND REFUNDS

RETURNS

If you are not completely satisfied with your purchase simply return the goods in the original packaging within 14 days with the completed returns form.

Parcels may take up to 7 working days to reach us so we recommend that you send items back within 7 days of receipt to ensure the goods arrive to us within 14 days.

We suggest you obtain a proof of postage in case goods arrive back late. We regret that we cannot accept items which are received after 14 days from receipt or which are no longer in a resalable condition.

Please note that in the interests of hygiene we cannot exchange or refund earrings or toiletries.

Goods should be returned to:

*Alphabet Soup
69 High Street
Great Missenden
Bucks
HP16 0AL*

FAULTY GOODS OR GOODS DAMAGED IN TRANSIT

In the unlikely event that a parcel arrives damaged or faulty please contact us immediately on customerservices@alphabetsoup.co.uk. Please quote your order number and give details of the problem with the item. We will then advise on how to proceed with the return.