**Returns**

**Returns Policy**

Our returns policy entitles you to a refund for item(s) bought online with a proof of purchase, within 14 days of receipt for sale price of the products.

* For a refund items must be unused, returned in the original packaging and in a re-saleable condition.
* For hygiene reasons we are unable to refund or exchange Beauty lines, earrings for pierced ears and tights. Underwear and swimwear can only be returns if the hygiene seal has not been removed.
* Items must be unworn and unwashed.
* Shoes must be tried on indoors.
* Items must have all tags attached.
* Beauty products and accessories cannot be returned.

**UK FREE return by post**

To return your purchase via post is FREE in the UK:

* Attach the Royal Mail returns label from your dispatch note to your parcel, making sure you've removed the original address label.
* Package your parcel securely and ideally the goods should be returned in their original packaging.
* Take the parcel to the Post Office. You must obtain proof of postage just in case your order is lost on its way back to LiveByVerve.
* It can take up to 12 working days for us to receive and process your return.

Please allow up to 3 working days for your parcel to reach us and a further 7 working days for us to process your return. We’ll also let you know by email when we’ve processed your return.

The funds will appear in your account up to 2 working days after we’ve processed your return.

If you’ve received an email confirming your refund but can’t see the money in your account after 2 working days please contact your bank/card issuer. We are not liable and cannot take responsibility for any bank charges that you may incur during the refund process.

**International Returns**

International customers can return their purchases via post at their own cost through their local postal service.

**Want to Return a Product but Lost Delivery Note:**

We offer free returns. Please follow the steps below:

* First, log into your account
* Check your order history and select the order you want to return
* Now print that order
* Download your free post label here (<http://www.royalmail.com/track-my-return/create/2766>)
* If you don’t have an account – that’s ok, you can still return for free.

Package up your unwanted purchase with a note inside including your name and order number (you’ll find this on your confirmation email).

Download your free returns label here, and post back to us from your local post office. Please remember to keep your proof of postage.