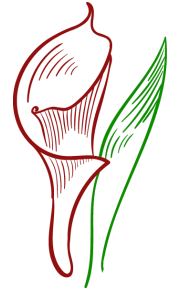


The Lily Village

Refunds & Returns Policy



Firstly, we would like to say thank you for ordering a product from us!

We make all our customers a promise to do our very best to deliver amazing products and customer service, so if you don't feel fully satisfied with your purchase, here's what to do next...

1. Send us an email at home@thelilyvillage.co.uk with your name, order number and reason for concern. If we cannot resolve the issue, you may wish to return/replace your item. If there is carrier damage to the product we ask that you include images in your email.
2. You may return items that are unsatisfactory within 14 days, provided they are unused and in their original packaging.
3. Return shipping costs will be deducted from your refund amount. However, we will pay for return shipping costs if the return is a result of our error (you received the incorrect or defective item).

Thanks for shopping with us!

The Lily Village
thelilyvillage.co.uk