

Returns Policy

You have 14 days from the date of delivery to let us know you'd like to return your purchases. You'll then have 14 days to send the items you don't wish to keep back to us.

When returning, please include the completed returns form so we know the reason for return including your order number, your name & contact details. We will need this information to process your refund.

You can return your goods via Collect+ - visit our website's Returns section for a link to create and pay for your returns label. Affix this label to the outside of your parcel before taking to your nearest participating collection point & obtain a proof of postage. **For this service, parcels must not weigh more than 10 kilograms nor exceed dimensions of 50cm x 50cm x 60cm**

You can also return via the Post Office. Detach the address label below by cutting across the dotted line & affix to the front of your parcel. Take to your nearest post office, you will need to pay the return postage & for added security, we would recommend you use a recorded delivery service & retain proof of postage.

Please note that we cannot accept responsibility for goods lost in transit, so please do retain your proof of postage. If we must pay additional postage charges on your package, we will deduct the amount of such charges from your refund. Your parcel is your responsibility until it reaches us. We cannot accept liability for goods that get lost or damaged in transit back to us.

International Returns

We currently don't have a facility for international returns & you will have to arrange the return through a delivery method of your choice.

We highly recommend that you choose a recorded delivery service, for your own insurance.

The cost of return postage & loss of any items returned to us is your responsibility & we therefore recommend that you use a delivery service that insures you for the value of the goods. Please complete the returns form & enclose with your returned items.

If you require any assistance, please contact us by email at shop@theprecfectbridalcompany.com

Returns are not accepted within any of our high street stockists.

All returns should be sent to the following address:

The Perfect Bridal Company Limited
Unit 2, Church View,
Dragon Lane
Newbold Verdon
Leicester
Leicestershire
LE9 9NG

Please complete and include with your return

Reason for Return

- Product too big
- Product too small
- Product too wide
- Product too narrow
- More than one product orders, surplus returned
- Not as expected
- Other (please specify)

Order Number

Name

Address

Telephone

Email
