

Fearless Girls Club CIC Returns and Refunds Policy

1. Returns

We want you to be happy with your purchase of products through our web store. If you are not completely satisfied, you may return eligible items within 14 days of receiving your order for a refund or exchange. To qualify for a return:

- Items must be in their original condition, unused, and with any tags or packaging intact.
- You must provide proof of purchase (order confirmation email or receipt).

Subscription boxes are non-returnable unless defective or damaged upon arrival.

To initiate a return, please contact us at clubhouse@fearlessgirlsclub.co.uk with your order details. Customers are responsible for return shipping costs unless the item is faulty or incorrect.

2. Refunds

Once we receive and inspect your returned item, we will notify you of the approval or rejection of your refund. If approved:

- Refunds will be issued to the original payment method within 7-10 working days.
- Shipping costs are non-refundable unless the item is faulty or incorrect.

If an item is returned in a non-resalable condition, we may refuse the refund or provide a partial refund at our discretion.

3. Exchanges

If you need to exchange an item for a different size or variant, please contact us. Exchanges are subject to stock availability. If the requested item is unavailable, we will offer a refund or store credit (if possible).

4. Damaged or Incorrect Items

If you receive a damaged or incorrect item, please contact us within 7 days of delivery with a photo of the issue. We will arrange a replacement or refund at no extra cost to you.

5. Subscription Box Cancellations and Refunds

Subscription box orders are non-refundable once dispatched. To cancel your subscription for the next billing cycle, please do so before your renewal date via your account settings or by contacting us.

6. Contact Us

For any questions regarding returns and refunds, please contact us at clubhouse@fearlessgirlsclub.co.uk. We're happy to help!

Last reviewed: 11/02/2025