



PENNY'S PRELOVED BOUTIQUE

RETURNS & EXCHANGES

THANK YOU FOR YOUR UNDERSTANDING.

AS A PRE-LOVED BOUTIQUE, WE SELL ITEMS ON BEHALF OF INDIVIDUAL SELLERS
AND, THEREFORE, ALL SALES ARE FINAL.

WE ARE UNABLE TO ACCEPT RETURNS, EXCHANGES OR REFUNDS FOR:

- CHANGE OF MIND
- INCORRECT SIZE OR FIT
- COLOUR PREFERENCE
- ITEMS PURCHASED AS GIFTS
- ANY OTHER NON-FAULT-RELATED REASON

EACH ITEM IN OUR BOUTIQUE IS:

CAREFULLY SELECTED AND QUALITY CHECKED BEFORE BEING DISPLAYED FOR
SALE.

PRE-LOVED, MEANING SIGNS OF PREVIOUS WEAR MAY BE PRESENT AND ARE
REFLECTED IN THE PRICE.

SOLD ON BEHALF OF AN INDIVIDUAL SELLER, WITH PAYMENT PASSED DIRECTLY
TO THEM ONCE THE ITEM HAS BEEN SOLD.

WE ENCOURAGE ALL CUSTOMERS TO:

INSPECT ITEMS CAREFULLY BEFORE PURCHASING.

CHECK SIZING AND TRY GARMENTS ON WHERE POSSIBLE.

ASK A MEMBER OF OUR TEAM IF YOU HAVE ANY QUESTIONS BEFORE
COMPLETING YOUR PURCHASE.

WE ARE ALWAYS HAPPY TO PROVIDE AS MUCH INFORMATION AS POSSIBLE TO
HELP YOU BUY WITH CONFIDENCE.

THANK YOU FOR SUPPORTING PENNY'S PRELOVED AND CHOOSING SUSTAINABLE
FASHION.

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