

Refund Policy

Statement

As a charity, we want our customers to be satisfied with their items purchased. If there's a problem with the items received customers can get a refund on items purchased. The refund will be paid back to credit or debit card used to purchase order.

Definition

If you change your mind about your item purchased, we will provide a refund, please return the item that you purchased within **30 days**, once we have received the item we will process your refund.

Please return to:

Octavia
Retail Department
Emily House
202-208 Kensal Road
London
W10 5BN

Your item must not be used and in the condition that they were purchased. This may take up to 7 days. It will be paid back to the same credit or debit card used to purchase item. If 30 days have passed since you purchased your item, you will not be offered a refund.