



Returns & Refunds Policy

Effective from: 28th February 2026

Contact: enquiries@melodyjoan.com

We really hope you love your order, but if something's not quite right, don't worry — we'll do our best to sort it out.

Returns:

- You can send items back within **14 days** of receiving them.
- They'll need to be **unused**, in their **original packaging**, and come with proof of purchase.
- You'll just need to cover the return postage unless the item was damaged or incorrect.

Sorry, we can't accept returns on:

- Earrings (for hygiene reasons)
- Custom or personalised items
- Candles that have been lit or used

Faulty or damaged items:

If something arrives damaged or faulty, please email us at enquiries@melodyjoan.com within a week of receiving it. Pop in your order number and a photo, and we'll get a replacement or refund sorted.

Refunds:

Once we've got your return and checked it over, we'll refund you via your original payment method — usually within **7–10 working days**.

Your statutory rights are still protected.
