

Delivery

1. First Class Delivery: £3 (UK addresses only)
2. Second Class Delivery: Free (UK addresses only)
3. Delivery via Royal Mail or other courier.
4. Orders £50 and above are signed for.
5. Royal Mail regulations only allow 4 bottles per package including miniatures.
6. Unfortunately, due to shipping regulations, we are normally only able to deliver perfume to UK addresses as perfume is classified as a hazardous good. Please e-mail for more information.

Returns, Refunds, Exchanges and Cancellation Policy

1. A refund will be offered if the goods are unused and in a fully re-sellable condition.
2. Contact us within 14 days of your order being delivered if you wish to return or cancel your order. You can inform us by e-mail, telephone or post.
Email: vicki.barr@themoffatperfumecompany.co.uk
Telephone: 07512 255000 Monday to Friday 9am - 5pm.

Post: The Moffat Perfume Company Limited, 8 Frenchland Drive, Moffat, Dumfriesshire. DG10 9LN.

3. You will be given a return number and you have another 14 days to return the goods after you have informed us.
4. It is advisable to return goods by recorded delivery with proof of postage in the event we do not receive the goods. We advise that you use a reputable postage service.
5. The goods must be returned in their original unused condition and a refund will not be given for damage if returned without sufficient packaging.
6. Enclose a copy of your proof of purchase and your return number.
7. Refunds will automatically be given to the debit/credit card that was originally used. Please allow 10 working days.
8. Postage/courier charges are only refundable where goods are faulty, damaged or incorrect.
9. If you wish to exchange your goods contact us within 14 days of receiving them.
10. The returns address is The Moffat Perfume Company Limited, 8 Frenchland Drive, Moffat, Dumfriesshire. DG10 9LN.

Cancellation

If you wish to cancel an order send an email to vicki.barr@themoffatperfumecompany.co.uk within 14 days quoting the order number and cancellation in the subject as well as the email. If your goods have been despatched then you may return your goods as described for a full refund.

Restrictions

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