

Refund policy

Returns policy for in-store purchases

If you change your mind about an in-store purchase, please return the unused goods to us in their original condition and packaging within 28 days and we will offer you a refund. After that time we may be able to offer you an exchange or credit note depending on circumstances.

This policy does not include items bought in the sale (at a reduced price).

This policy does not include pierced earrings or food items for hygiene reasons.

This policy is offered in addition to your legal rights, including your right to request a repair, replacement or refund if goods are proved to be faulty or mis-described.

Returns policy for online purchases

We hope that you are happy with your purchase, but if for any reason you are not, please contact us at hello@chirpystore.co.uk within 14 days of receiving the item, explaining the reason you wish to return it.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original undamaged packaging.

The following items are non-returnable unless proved to be faulty or mis-described:

- Perishable items such as food
- Earrings for pierced ears due to hygiene issues
- Gift vouchers

To complete your return, we require your order number.

Please do not send your purchase back to the manufacturer.

Refunds (if applicable)

Once we receive your return we will send you an email to notify you. Upon inspection of the item we will also notify you of the approval or rejection of your refund.

If the refund is approved a credit will be applied to your debit / credit card or original method of payment within 7 days.

Gifts

If the present was a gift which we sent directly to the recipient on your behalf who then wanted to return it, we will replace it with a gift card for the value of the item which will be sent directly to the recipient.

Shipping

To return your product, after contacting us via email, you should post your product to: Chirpy, 148 Harrogate Road, Chapel Allerton, Leeds, LS7 4NZ

You will be responsible for paying for your own shipping costs for returning your item. You should use a service that offers sufficient cover for the value of the item and obtain proof of postage. We will not be held responsible if the item does not reach us.