REFUND POLICY

PAGAN PEARL EMPORIUM OFFERS A REFUND IN FULL OR PART

FULL REFUND :

THE CUSTOMER IS ENTITLED TO A FULL REFUND IF :

THE ITEM/S NEVER ARRIVED, WHICH MUST BE PROVEN FIRST BY PPE CONTACTING THE POST OFFICE AND CHECKING THE TRACKING, TO SEE IF A SIGNATURE HAS BEEN SUPPLIED OR A PHOTOGRAPH OF DELIVERY. IF THERE IS PROOF OF DELIVERY A REFUND WILL NOT BE MADE

IF THE GOODS ARRIVED DAMAGED

IF THE GOODS BREAK UPON ARRIVAL, IF THIS TAKES PLACE, THE ITEM MUST BE POSTED BACK TO PPE, WHO WILL INSPECT THE ITEM, IF THE FAULT IS NOT INTENTIONAL A FULL REFUND WILL BE MADE

PARTIAL REFUND

A PARTIAL REFUND MAY BE MADE IF AN INDIVIDUAL DECIDES THEY NO LONGER WANT THE PURCHASED ITEM. THERE MUST BE A VALUED REASON FOR THIS, AS ALL ITEMS ARE HAND MADE.IF THE REASON IS DEEMED REASON ENOUGH A PARTIAL REFUND WILL BE ISSUED

IF PROOF OF DELIVERY CAN NOT BE EXPLAINED – DELIVERED TO WRONG ADDRESS ETC, A PARTIAL REFUND MAY BE MADE

ALL REFUNDS MUST BE CLAIMED WITHIN 10 WORKING DAYS OF PURCHASE, ANYTHING AFTER THIS TIME PERIOD, REFUNDS WILL NOT BE ISSUED.