

Returns Policy

NON-FAULTY PRODUCTS

At ME ENGLAND, we want you to be happy with every purchase you make with us. If for any reason you aren't completely satisfied or you change your mind, you may return any product in its original condition for a full refund or replacement (as appropriate) within 30 days. Original condition means that there are no scratches or marks on the product and the product's packaging has not been opened, used or damaged and the product is in a re-saleable condition. You will be responsible for the postage charge to return the item to us and this will not be refunded. Only the original cost of the item purchased will be refunded.

Please note that we will be unable to accept returns on any of our Skincare and Aromatherapy Oil products due to health and hygiene reasons. Please refer to the returns policy for each of our products to check its eligibility for return.

RETURN OF FAULTY/DAMAGED PRODUCTS

In accordance with your statutory rights, you may return products:

- where there has been an error in the price or description of the product ordered or they are otherwise not as described; or
- the product is faulty (i.e unsatisfactory quality or unfit for purpose).
- Please note that we will be unable to accept returns of sealed goods for health protection or hygiene reasons if the seal has been opened by you after delivery.
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You are entitled to a refund where the products are returned to us within 30 days of purchase. After 30 days, you are entitled to a replacement product only.

If your package is visibly damaged on delivery, please tell the person delivering your goods that you wish to sign as "received damaged".

If your item has been damaged in transit then please email admin@meengland.co.uk and we will arrange a replacement. We will reimburse the cost of return postage as part of your refund.

Please note that we may require images and/or videos of any damage for our records and may need to collect the product(s) for testing before a replacement or refund is issued.

RETURNS PROCESSING

You will be notified by email once your returns have been received and processed.

Please ensure that the package is wrapped securely and for your protection we recommend that you use a recorded delivery service as we cannot accept liability for goods lost in transit.

If you require a refund, we will refund the price paid by you for the products within fourteen (14) days of receiving your returned products.

Products purchased as a set can only be returned as a complete set, not as individual items.

If a promotional gift has been included in your order, and a return is made reducing your qualifying total for this gift, the full order must be returned.

When returning goods which you bought using a discount or offer, we will adjust the refund accordingly if you fall below the discount/offer threshold, as that discount or offer will no longer apply.