

# Flawless Refund Policy

## 1. INTRODUCTION

This policy provides clear expectations of the process with regards to refunds, should a customer wish to claim.

## 2. PROCESS FOR REFUNDS

- Customers should make refund requests by emailing [refunds@flawlessmakeovers.co.uk](mailto:refunds@flawlessmakeovers.co.uk)
- Flawless Head Office aim to process all refund requests within 28 days of receipt.
- Refunds will only be made to the original payer and via the original method of payment.
- Refunds will not be issued in cash or by cheque. Any payments originating these methods will be refunded by direct bank transfer
- Refunds will be processed back onto the card the transaction was made or direct bank transfer if this is not possible.
- Customers will be asked for documentary evidence or confirmation of bank/payment card details to support a refund request. Without this a refund will not be made.

## 3. VOUCHER REFUNDS

- Promotional Vouchers cannot be exchanged for cash in part or whole.
- If you purchased a voucher with our Flawless telemarketing/sales team or via the Flawless website, you have 14 days to request a refund from the date of purchase.
- Vouchers purchased face-to-face are non-refundable..
- Third-party voucher online refund requests must to be submitted to the third party company directly, and cannot be dealt with by Flawless.
- Vouchers can be transferred between customers, with no financial penalty.

## 4. REFUNDABLE DEPOSITS

- No refund will be honoured for failure to attend your appointment on the day OR failure to giving 7 days' notice to reschedule or cancel an appointment.
- Please note refundable deposits cannot be processed on the day of your studio appointment. Refunds are processed by Flawless Head Office not the studios, and may take up to 28 days to be processed.

## 5. STUDIO REFUNDS

- Flawless Photography Studios do not offer refunds on any orders purchased in the studio.

[Click here for Customer Complaints Policy](#)