

SHIPPING & RETURNS

Please note that Birgit's Soap Bar currently only ships within the UK mainland. For shipping outside the UK mainland please contact me on birgit@birgitssoapbar.co.uk.

Delivery Times & Methods

I aim to dispatch all items within 2-3 working days of receiving your order. Please note that during peak periods (ie in the run up to Christmas) dispatch may be delayed, however your order will be dispatched within 5 working days.

I send orders via Royal Mail on a standard 2nd class service. Please note that items sent via 2nd class mail should arrive within 2-3 working days of dispatch, however this is not a guaranteed delivery date service and during peak times delivery may take a little longer.

My standard postage charge is £3.50 for orders under £30. We offer free mainland UK postage on all orders over £30.

Prices quoted are for UK mainland addresses. Delivery to parts of Scotland, Northern Ireland, the Scottish Highlands and Islands, the Channel Islands, the Isle of Man and the Isle of Wight may incur an additional postage cost to the customer. I will contact you if there will be an extra cost on your order.

Return & Exchange Policy

I hope that you are delighted with your order from me. However, I understand that you may occasionally wish to return an item/order if you change your mind, if you find an item which is not as you expect, or if an item is faulty.

Please check your items and inform us of any problems as soon as you receive your order, as returns must be processed within 28 days of receiving your order.

Change of mind or item not as expected returns:

I am happy to offer a refund or exchange if you return your item to us within 28 days of receiving your order.

You do not need to contact us before returning your item. However, in order for us to be able to process your return as quickly as possible, please follow the steps below:

- Check your item is in a resaleable condition and is in its original packaging.
- Please ensure you enclose details of your original order number and your name and address inside the parcel.
- Affix the correct postage and return your parcel to: Birgit's Soap Bar, 9 Bosorne Road, St Just, Penzance, TR19 7JL.

- I recommend you obtain a certificate of posting from the Post Office, as you are responsible for the goods until they reach us.
- I will process your return and issue your choice of a refund or exchange within 5 working days of receipt of your return.

I regret that I am only able to refund postage charges if you have been sent incorrect, faulty or damaged goods. Therefore I do not recommend paying extra for 'special delivery' or 'signed for' services.

If an item is faulty, damaged or incorrect:

If you have received a damaged, faulty or incorrect item please contact us within 28 days of receipt of your order. The email address to contact us on is birgit@birgitssoapbar.co.uk .

We will ensure that the problem with your order is put right as quickly as possible. If it is necessary for you to return the items to us, we will cover the return postage costs for items to be returned by standard 2nd class or 2nd class recorded mail. Please do not return items via special delivery unless specifically instructed to do so as special delivery costs will not be covered by us unless previously agreed in writing.

Sale Items

Only regularly priced items may be refunded. Sale items cannot be refunded.

Need help?

Contact me at birgit@birgitssoapbar.co.uk for questions related to refunds and returns.