

## Refund Policy

Last updated: 21/06/2026

At Lakes Cosmetics, we want you to be delighted with your purchase. If you are not completely satisfied, please review our refund policy below.

### Your Right to Cancel

If you are purchasing as a consumer in the UK, you have the right to cancel your order within 14 days of receiving your goods, without giving a reason.

To exercise your right to cancel, please contact us within 14 days of receiving your order. You then have a further 14 days to return the goods to us.

Refunds will be processed within 14 days of receiving the returned goods or receiving evidence that the goods have been returned.

### Returned Items

To be eligible for a refund:

Items must be returned in a resalable condition.

Items should be unused and, where possible, in their original packaging.

Proof of purchase may be required.

You are responsible for the cost of returning unwanted items unless the goods are faulty, damaged, or supplied incorrectly.

### Cosmetic Products

For hygiene and safety reasons, we may not be able to accept returns of cosmetic products that have been opened, used, or had their safety seals broken, except where the product is faulty or not as described.

This does not affect your statutory rights.

#### Faulty, Damaged or Incorrect Items

If your order arrives damaged, faulty, or incorrect, please contact us as soon as possible and preferably within 48 hours of delivery.

Please provide:

Your order number

A description of the issue

Photographs where applicable

If a product is confirmed to be faulty, damaged, or incorrectly supplied, we will offer an appropriate remedy, which may include:

A replacement

An exchange

A full refund

We will also reimburse reasonable return postage costs where applicable.

#### Refund Processing

Refunds will be issued to the original payment method used for the purchase.

Please allow up to 10 working days for your payment provider to process the refund once it has been issued.

## Contact Us

If you have any questions about returns or refunds, please contact:

Lakes Cosmetics Ltd

[Email Address]

Rydal Holme, Rydal, Ambleside, LA22 9LR