

A woman with dark hair styled in an updo, adorned with a gold headband featuring pearls. She is wearing a gold lace dress with intricate patterns and a large, ornate gold earring. The background is a lush green foliage. A black rectangular box is overlaid on the image, containing the brand name and location.

chambeili®
UNITED KINGDOM

**chambeili® UK Sales/Refund
& Changing Room Policy**

Thank you



chambeili® UK Sales/Refund Policy

Please read and acknowledge our store policy prior to purchase:

1. All our prices are **FIXED**, there are **NO DISCOUNTS** given at point of sale unless there is an **instore promotion** where the sale price is the final price. **No member of staff is authorised to offer special discounts** and we kindly request all customers to refrain from asking for discounts.
2. All our products are **original** and **premium quality** direct from the brand stockists.
3. We can only accept card payment for **£20.00 and above**.
4. We will offer an **exchange** only on **Non-Sale items** within **7 days of the date of purchase** on the condition that the item is brought back in the condition it was sold, with the tags attached, store receipt and void of any smell of perfume, damage or stain marks. We will not accept any exchange without a valid receipt.
5. **Sale items CANNOT be returned or exchanged.** The "Sale" categories are select styles that have been reduced either as a special offer or end of season and therefore it is the customer's responsibility to ensure the outfit will be suitable as "seen as".
6. **Accessories are not exchangeable**, including trousers, leggings, scarves, jewellery or handbags.
7. Pret, Semi Formal, Formal and Bridal **CANNOT be returned or exchanged**.
8. We **do not accept responsibility or offer an exchange for items after washing**. The care of the garment is the customer's responsibility. Please read our washing guide for more information: chambeili.com/washing-instructions.
9. We take full care and responsibility to undertake full quality control on all products before it is released online and instore. We will not accept any item that is returned after it has been worn or showing any kind of damages even with a valid receipt within the 7 day period.

Thank you

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chambeili® UK Changing Room Policy

Please read and acknowledge our changing room policy before you try:

1. Only **4 casual items can be tried at one time**; if the store is busy and there are other customers waiting, you may only try **2 items at one time**.
2. **You can only take the shirt in the changing room** and the rest of the outfit will be left with the sales staff.
3. If you are **unsure about your size**, please ask a member of staff for assistance, do not try an item if it is not your size. Any damages are to be paid for in full.
4. For all **Pret Wear, Semi Formal, Formal or Bridal Wear**, please ask a member of staff for assistance. **Do not try any outfits without our consent** for hygiene reasons and due to the delicate nature of the fabrics, embroidery and embellishments. All try's need to be supervised and **we cannot allow for customers to try on more than 2 outfits**.
5. We ensure all our garments are of the **highest quality** as we only sell **designer branded collections** and therefore care is taken to maintain these outfits in store hence they are in special suit bags for protection. We kindly ask our customers to follow our store policy. In addition, if there is any odour from the customer such as cooking, heavy perfume or body odour, you will not be able to try the outfit as we cannot sell soiled items. You are visiting a boutique so it is your responsibility to undertake hygiene measures prior to visiting our store.
6. All **Pret Wear, Semi Formal, Formal or Bridal Wear** have been quality control checked before arriving on the shop floor. **If during your try any damages/soiling occurs by the customer then they will be responsible to pay for the garments in full.**

Thank you

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#WEAREFASHION

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We accept the following credit cards instore:



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