

Returns & Refunds Policy

At [Southport Fancy Dress](#), due to hygiene, health & safety, and the nature of fancy-dress products, we operate a strict returns policy.

Please ensure you carefully check all sizing, descriptions, and product details before placing an order, as purchases are made at the customer's responsibility.

Non-Returnable Items

We do not accept returns, refunds, or exchanges on:

- Costumes
- Wigs
- Masks
- Makeup
- Hosiery and tights
- Accessories
- Opened, worn, tried-on, or used items
- Items without original packaging and tags
- Sale or clearance items

Any item returned showing signs of wear, makeup, odours, damage, or use will be refused.

Faulty or Incorrect Items

Refunds or replacements will only be considered where:

- the item is faulty,
- damaged upon arrival,
- or an incorrect item has been sent.

Any issue must be reported within 48 hours of delivery with photographs and the order number.

Important Notice

By placing an order on our website, customers acknowledge and agree that:

- costume products are purchased at their own discretion,
- product descriptions and images have been reviewed before purchase,

- and non-faulty items are not eligible for return due to hygiene and health & safety reasons.

We reserve the right to refuse any return that does not comply with our policy.