

Return Policy

We want you to be completely satisfied with your purchases. Please let us know if you are not entirely satisfied with our products or our service, so that we can rectify the situation.

Items are described and photographed as accurately as possible. If you are not completely satisfied with any item you ordered, just return it, if possible in the original packaging within 14 days of the date of receipt and we will refund your money or send you a replacement – see **Returns, Refunds and Exchanges Policy**

Please note we are only able to replace identical products, so if you wish to order additional items it will be treated as a new order. We do not refund the original shipping and handling that you paid on the order.

If the product is damaged in any way or has become broken in transit please contact our customer services team on dale@city-boy.com

Nothing in this Returns Policy affects your statutory rights or your rights under any contract you may have with us.

Returns, Refunds and Exchanges Policy

How To Return An Item

Your item must be in its original unused condition to be returned, unless there is a manufacturer defect. You must return the item **within 14 days** of your purchase.

1. Please email dale@city-boy.com to request a refund
2. Mail your returned item to:
 - 1 Nelson Street, Southend on Sea, Essex,SS11EG
3. Include in your package a signed letter stating the reason for your return and the original receipt.

Return Exceptions

Some items cannot be returned if the merchandise that has been used, or altered so will not be accepted for return or exchange. .

Exchanges

If your item is in like new condition, but has technical issue we shall exchange but you still will have to pay for return shipping.