

RETURNS

We hope you love your dress as much as we do, although if you are unhappy, you can return your Dress/Item to us within 7 days of receipt.

A return request is to be sent to hello@mvbridal.co.uk.

Items are to be returned in original packaging and in resalable condition – if the Dress/Item is returned faulty, damaged, or unsellable upon inspection by us then no refund will be given.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

To return your product, you should mail your product to us. You will be responsible for paying your own shipping costs for returning your item. Shipping costs are non-refundable.

To complete your return, we require you to return the Dress/Item by recorded delivery or other method of return that requires proof of postage and receipt by us. You should send proof of postage to us at hello@mvbridal.co.uk proof of a receipt or proof of purchase.

Kindly note that the majority of bridal dresses may require tailoring for a flawless fit. We highly recommend consulting a skilled seamstress for this purpose. Wedding dresses are normally smaller than uk high street sizing so please look at an example of a size chart from Tiffany Bridal which is on our website to get some idea of sizing, it's important to acknowledge that everyone's body is unique, and minor adjustments may be necessary.