



Delivery and Returns Policy for Happy Vibez

At Happy Vibez, we're committed to providing a seamless shopping experience with reliable delivery and easy returns. Please read our delivery and returns policy carefully.

1. Delivery Information

1.1 Nationwide Delivery

- We offer nationwide delivery across the UK.
- Standard delivery typically takes 3-5 business days.
- Next-day delivery is available for orders placed before 2PM

1.2 Delivery Charges

- Standard delivery: £2.99
- Next-day delivery: £5.99
- Rates may be subject to change

1.3 Delivery Confirmation

Once your order is dispatched, you'll receive a confirmation email with tracking details.

1.4 Equipment Hire Delivery

- Equipment hire delivery is currently limited to London areas only.
- Delivery and collection for hired equipment will be scheduled at the time of booking.

2. Returns Policy

2.1 Returns Eligibility

- Items must be returned within 14 days of delivery.
- Products must be unused, undamaged, and in their original packaging.

2.2 Non-Returnable Items

- Personalized or custom-made products.
- Perishable goods or items marked as non-returnable.
- Equipment hire fees are non-refundable once the rental period begins.

2.3 How to Return an Item

- Contact our customer support team at bookings@happyvibez.uk to initiate a return.
- Package the item securely and include your order number.
- You are responsible for return shipping costs unless the item is faulty or incorrect.

2.4 Refunds



- Refunds are processed within 5-10 business days after we receive and inspect your return.
- Original shipping charges are non-refundable.
- You will receive an email confirmation once your refund has been issued.

3. Damaged or Incorrect Items

If you receive a damaged or incorrect item, please contact us within 48 hours of delivery with photos and order details. We will arrange for a replacement or refund.

4. Contact Us

For any questions about delivery or returns, reach out to:

Happyvibez Customer Support
Email: bookings@happyvibez.uk

Thank you for shopping with Happyvibez — we're here to make your event planning stress-free and memorable!