

Shipping to UK

Standard Mainland UK delivery (2-4 working days)

Delivered Monday - Friday (excluding Bank Holidays)

Orders placed after 3pm may be shipped on the following working day so please allow enough time for your parcels to arrive.

We dispatch items promptly into the Royal Mail or courier network and orders shipped in multiple boxes are dispatched together where possible.

Rest of World

We do not currently offer international shipping to countries outside of the United Kingdom and Republic of Ireland via this website.

Returns

We DO NOT accept returns unless your item is damaged or faulty.

We really hope that you are delighted with your Hoshi Club purchase but in the unlikely event that you are considering a return, please email us at hello@hoshiclub.com.

Faulty Item Returns

You have 7 days to return an item from the date you received it if the item is fault/damaged.

If you would like to make a return please email hello@hoshiclub.com with images of the problem and we will investigate the matter further and provide you with next steps.

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

Your item must be in the original packaging.

Your item needs to have the receipt or proof of purchase.

Returned goods must be in un-used condition with packaging and order confirmation included.

Please allow 3 to 7 days for processing and understand that we cannot refund postage and packaging unless goods are deemed to be faulty.

The customer is responsible for return shipping.

If you wish to return your purchase, please email us at hello@hoshiclub.com and we will provide details on where to send your return.

Damaged Items

We make every effort to ensure that your order arrives in perfect condition. It is normal for the shipping carton to show some wear from its journey to you. However if damage has occurred to the product(s) inside, please email us at hello@hoshiclub.com and we will be more than happy to resolve any issues.

Order Cancellation

You may cancel your order, provided we have not yet dispatched it. We will refund the cost of your order to the payment method you purchased with.

Please contact us as soon as possible and we will do our best to accommodate your request. Email us at hello@hoshiclub.com.