

Refunds & Returns Policy August 2020

We want you to be happy when placing and receiving an order from us and for your peace of mind and protection, we offer returns on our products up to 14 days after receipt for a full refund of the product cost, not including any delivery charges.

If you would like to return any product to us, it should be unused and in its original condition. You or the recipient must take reasonable care of the goods and package them securely, if possible, in the original packaging, including details of your order number.

You must contact us to make us aware of your return which must then be made within 14 days.

Return delivery of any non-faulty products is at your own expense and we recommend you obtain sufficient insurance on your return parcel to cover the cost of the product.

If the goods have been shipped and are currently in transit at the time of cancelling your order, any costs to stop the delivery and have this returned back to us must be covered by the customer as this is also classed as a return.

We take great care when packaging your order to ensure that our products reach you in the best possible condition, however sometimes breakages do occur. If this is the case with your order, please contact us within 7 days of receipt of your order to rearrange and refund or replacement of product.

To return your product, you should send it to: Barbara Bagley 33 Highfields Drive, Loughborough, LE113JS, United Kingdom

You can expect a refund in the same form of payment originally used for the purchase within 5 days of us receiving your return.