

Refund & Returns Policy

Your satisfaction is important to us.

Returns

Products may be returned within **7 days** of delivery provided that:

- They are unused
- In their original packaging
- In a resalable condition
- Accompanied by proof of purchase

Damaged or Incorrect Products

If you receive an incorrect or damaged item, please notify us within **48 hours** of delivery.

We may request photographs before arranging collection or replacement.

Non-Returnable Items

The following items cannot be returned unless defective:

- Personalised products
- Custom-made items
- Clearance or sale items
- Products that have been used or damaged after delivery

Refunds

Approved refunds will be processed back to the original payment method within **5-10 business days**, depending on your bank.

Shipping charges are non-refundable unless the return is due to our error.