

## **Returns Policy CANCELLATION - Your Right to Cancel**

Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations you have the right to cancel an order within 30 working days (after goods delivered) and get a full refund. The refund will include any delivery charges. The cost of returning the goods is borne by the customer who is responsible for the safe return of items.

Where the Right To Cancel period has expired the company Returns Policy conditions apply.

## **Returns Policy**

If you are not happy with your purchase for any reason you can return it to us and we will refund you with the amount you paid for that item. Returns must be made within 30 days of the purchase date.

Goods must be unused.

Made to measure curtain poles, and tracks & special orders do not fall within this policy and are not returnable. This does not affect your statutory rights for instance if the goods are faulty or not fit for purpose.

When we have received the goods and checked them we will credit your card (if you paid by card) Please note: Returned items should be posted back to us or sent back by carrier.

If you want us arrange the collection and use our carriers we will need to make a charge of £16.50. This collection option applies to UK Mainland only.

Carriage costs on orders under £75 are not refunded where returns are outside the Right to Cancel period.

## **RETURNS PROCEDURE**

In the first instance please contact us to let us know you wish to return any items.

We will need to know your order reference, the name or code of the items you are returning and the date you ordered.

We will then provide you with the address to return the items to.

If you want us arrange the collection and use our carriers we will need to take your credit card details to deduct the £16.50 (see Returns Policy) This collection option applies to UK Mainland only.

## **EXCHANGE**

In the event you may wish to exchange goods, the above Returns Procedure applies and the new goods will constitute a new order under standard terms.

## **MADE-TO-MEASURE GOODS**

As Made to Measure are to customer specification they cannot be returned under normal conditions. Only under Manufactures defect can they be returned. PLEASE ENSURE ALL MEASUREMENTS ARE ACCURATE AND THAT ALL SPECIFICATIONS ARE UNDERSTOOD, WE CANNOT ACCEPT ALTERATIONS, CANCELLATIONS OR LIABILITY FOR INCORRECT INSTRUCTIONS OR MEASUREMENTS.