

RETURNS POLICY

EACH ITEM MADE BY GREENWOOD & CARTER ARE HANDMADE PRODUCTS WHICH ARE CAREFULLY CREATED FOR EACH INDIVIDUAL CUSTOMER.

REFUND - GREENWOOD & CARTER DO OFFER REFUNDS BUT WILL ONLY REFUND 2/3 RD'S OF THE PRODUCT SELLING PRICE (E.G; SELLING PRICE £30, REFUND PRICE £20). THE DISTANCE SELLING REGULATION (2000) STATES THAT MADE TO ORDER ITEMS ARE NON-REFUNDABLE. IT IS AT THE DISCRETION OF GREENWOOD & CARTER TO OFFER THE ABOVE POLICY. A REFUND WILL ONLY BE OFFERED IF CONTACT IS MADE WITH US WITHIN 24 HOURS AND THE PRODUCT IS RETURNED TO US WITHIN 7 WORKING DAYS OF YOU RECEIVING YOUR ORDER. ONCE THIS TIME HAS ELAPSED IT WILL BE AT OUR DISCRETION TO OFFER THE ABOVE. IN THE UNLIKELY EVENT THAT THE PRODUCT IS DAMAGED WHILST IN TRANSIT, YOU MUST CONTACT US WITHIN 24 HOURS AND AN IDENTICAL PRODUCT WILL BE SENT ONCE WE ARE IN RECEIPT OF THE DAMAGED PRODUCT. NO REFUND WILL BE OFFERED UNDER THESE CIRCUMSTANCES.

CANCELLATION - TO CANCEL YOUR ORDER AND TO RECEIVE A FULL REFUND, YOU MUST NOTIFY US, VIA E-MAIL, WITHIN 24 HOURS OF YOUR ORDER BEING PLACED.

EXCHANGE - GREENWOOD & CARTER WILL OFFER AN EXCHANGE ON ALL ITEMS AT AN EQUAL OR GREATER COST THAN THE PRODUCT PURCHASED. PAYMENT FOR A HIGHER COST PRODUCT WILL BE THE RESPONSIBILITY OF THE CUSTOMER. POSTAGE CHARGES ARE NON-REFUNDABLE AND WE HIGHLY RECOMMEND THE USE OF A SIGNATURE SERVICE OR RECORDED DELIVERY TO ENSURE THE SAFE DELIVERY BACK TO OURSELVES.

ALL PRODUCTS MUST BE RETURNED IN THE ORIGINAL PACKAGING AND IN THE SAME CONDITION PRIOR TO DESPATCH FROM OURSELVES. SHOULD THIS STIPULATION NOT BE MET A REFUND WILL NOT BE OFFERED AND THE PRODUCT WILL BE RETURNED TO THE CUSTOMER.

THIS POLICY IS IMPLEMENTED TO PROTECT BOTH OURSELVES AND OUR CUSTOMERS ORDERING AND RETURNING PRODUCTS. SHOULD YOU HAVE ANY QUESTIONS IN RELATION TO THE RETURNS / EXCHANGE POLICY, PLEASE DO NOT HESITATE TO CONTACT US.