



## **Returns & Refunds Policy**

We hope that you are happy with your product, but in the unlikely event that you want to return any of our products, please notify us of your intent to return the goods via email to [info@willowandhawthorn.com](mailto:info@willowandhawthorn.com). We will then review the details and email you a returns number and confirm the return address for shipping. Please note that our policy lasts 14 days from the day you receive the products. Unfortunately, we cannot offer you a refund or exchange after 14 days from receipt of purchase.

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

### **Refunds**

Once your return is received and inspected, we will send you an email to notify you that we have received the return and have issued you with a refund.

### **Exchanges (if applicable)**

We only replace items if they are defective or damaged. If you need to exchange it for the same item, please send us an email to [info@willowandhawthorn.com](mailto:info@willowandhawthorn.com) with pictures showing the defect or damage. We will then review the details and email you a returns number if applicable and confirm the return address for shipping.

### **Return Shipping**

You will receive an email containing a returns number along with confirmation of the return address. We are not responsible for any return items until they arrive. We would always advise sending returns with a tracked service for your own peace of mind.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable for returns and will be deducted from any refund. However, for damaged items we will refund your original delivery costs.