

# Craft Shop Refund Policy

We hope that you are happy with your product. However we understand that there may be occasion where you feel it necessary to return an item to us.

- Please return an item within two weeks of purchase, along with your proof of purchase for an exchange or refund.
- The following are excluded from our policy, unless faulty; personal commissions, made-to-measure, personalised goods, custom made goods and earrings.
- This policy does not affect your statutory rights.

## Seasonal Refund Policy

We've extended our usual limit for returns for the festive season. Any purchase made between 1st November - 24th December can be returned until 31st January 2024. Please see the above for items that are excluded from the policy.

