

RETURNS/REFUND POLICY

Ready made products

If you are not 100% satisfied with your purchase, you can return the product and get a full refund or exchange the product for another one, be it similar or not. You can return a product for up to 14 days from the date you purchased it.

The products must be received in their original packaging and in a saleable condition. This will be checked on arrival of the goods and once quality checked the refund will be issued. Return postage must be paid by the buyer.

Made to Measure Products

According to The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, made to measure goods are excluded from this legislation and the 14 day cancellation rights do not apply. We will not accept returns of made to measure goods. This rule applies to all made to measure blinds across all of our ranges.

Damages/incorrect items

Upon receipt it is the buyers responsibility to check the goods. If your item is damaged or incorrect, we ask you to contact us within the 48 hours. We will request an image to allow us to claim with the courier and send a replacement or issue a refund. Please do not attempt to return damaged, incorrect or faulty items to us. We cannot accept liability for the cost of return for damaged or faulty items if you do so. If we require the item back, we will arrange collection at our own expense.

Order Cancellation

When ordering your goods you are agreeing to a legal binding contract. According to Consumer Contracts Regulations 2013, made to measure goods, e.g. blinds are excluded from this legislation and the 14-day cancellation rights do not apply.

Cancellations are still possible and a full refund will be issued only if goods or parts of them have not been made. If your goods have already been made, we are unable to refund your money. Contact us as soon as possible if you wish to cancel or change your order and we can check if the order has gone into production. We strongly recommend that you check the email confirmation of your order to ensure that you have placed the order correctly.

We have the right to cancel your order if we have insufficient stock to process your order or if the goods ordered have been discontinued.

If an item is out of stock we will notify you as soon as possible to let you know of the delay.

If for any reason beyond our control we are unable to supply a particular item, we will notify you as soon as possible. No discounts or compensation can be offered under these unforeseen circumstances

Telephone Orders

In the case of orders placed or any order amendments over the telephone we cannot accept claims based on incorrect sizes or products being inputted by us. Our telesales operators always repeat the orders back. After placing the order please check the order details on the email confirmation.