

## Delivery Information

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**FREE delivery to the UK** when you spend £50 or more

- FREE for orders to UK over £50
- £4.99 for orders under £50
- Orders will be dispatched Monday–Saturday (excluding bank or public holidays)
- Usual delivery time is between 7-21 days
- Due to supplier demand there may at times be a delay over the stated 21 day delivery time and if so the customer will be notified if they gave contact details via phone or email.

**\*All Remote UK postcodes can take up to an additional 1–2 days to arrive.**

## Returns Policy

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If you are not entirely satisfied with your purchase we are **always** here to help.

**How do I return my order if it is damaged on arrival?**

- All damaged items need to be reported within 48hrs of arrival.
- If an item is delivered damaged then photographic evidence needs to be provided of both the broken item and ALL the packaging.
- Please email us at [katherineausten.interiors@gmail.com](mailto:katherineausten.interiors@gmail.com) within the 48 hr period.

- We cannot accept pictures and messages through social media channels.
- We will normally either email or call you to advise you of the next steps we will be taking.
- Please do not automatically return damaged items to us. If we require it back we will inform you by email.
- We are not able to accept returns of handmade items unless agreed upon on a case by case.

### **How do I return my order if I change my mind?**

- We are not able to accept returns of handmade items unless agreed upon on a case by case.
- Please return your items for a refund within 30 days of you receiving your goods (not including Handmade Goods).
- All items must be returned with a valid receipt.
- To be eligible for a return, your item must be unused and in the same condition that you received it. Your item must be in the original packaging and safe for transit back to us.
- To return an item to us, we will advise on the return address via email (email us at [katherineausten.interiors@gmail.com](mailto:katherineausten.interiors@gmail.com))
- We do not cover the costs of returns so please ensure you send your returns with a tracked delivery service as we can not be liable for lost goods and you will not receive a refund.

### **When will I receive my refund?**

- We aim to refund within 3-5 working days from receiving your parcel back to our store. We will email you to confirm your refund has been processed.
- We are not able to issue refunds of handmade items unless agreed upon on a case by case.

### **What if I want to exchange an item?**

- We are not able to accept exchanges at this time.

### **Changing or cancelling an order**

- In most circumstances, it's very possible to make changes to your order once you've placed it. However, you will need to do this promptly. We can change the details of your delivery address, remove items from your order or cancel it completely, to do this please email [katherineausten.interiors@gmail.com](mailto:katherineausten.interiors@gmail.com)
- If your order has already left the store for delivery to you, then you'll need to follow our Returns procedure above.

### **Why have I had a refund when I didn't cancel my order or return anything?**

- As hard as we try, sometimes here at Austen Interiors things just go wrong. You may be refunded if we are unable to deliver an item you have ordered for us. It may be that it is the last one we have in a range and it's not in good enough condition to send or it may have got damaged as we're picking and packing your order. We try really really hard for this not to happen but when it does and we

can't get you a replacement we will immediately email you and send you a refund.

## Returns Policies

- We are not able to accept returns of handmade items unless agreed upon on a case by case.
- Items must be returned in a fully resalable condition, which means being unused and in the original packaging within 30 days of receipt. Austen Interiors reserves the right to refuse a refund on items deemed not to be resalable or in original packaging.
- For hygiene reasons, earring and hair accessories purchased online cannot be returned.
- Customers are of course entitled to a full refund up to 30 days after receiving goods if they are faulty apart from on Handmade Products unless agreed upon on a case by case.
- If your item becomes faulty please contact us at [katherineausten.interiors@gmail.com](mailto:katherineausten.interiors@gmail.com)