



Returns Policy

If you are not completely satisfied with the goods, simply return them to us at any time within 14 working days of receipt. If goods are returned within 7 working days of receipt we will issue a full refund including postage and packaging, or an exchange. Between 7 and 14 working days we will refund the cost of the order minus the postage and packaging charge paid (the costs of returning goods to us shall be borne by you).

The item is your responsibility until it reaches us. For your own protection, we recommend that you send the parcel back to using a delivery service that insures you for the value of the goods as we cannot be held responsible for items damaged or lost in the post.

Your rights to return the goods to us will **NOT** apply in the following circumstances:

-Any products that we have made, personalised or customised specifically for you

Personalised goods are not eligible for return as stated in;

The Consumer Contracts Regulations Act 2013, section 28. - (1) (b);

Limits of application: circumstances excluding cancellation

28.—(1) This Part does not apply as regards the following—

(b) the supply of goods that are made to the consumer's specifications or are clearly personalised;

(unless damaged in transit or personalised incorrectly).

-Where, in our opinion, you have not taken reasonable care of goods whilst in your possession and have not been returned with the original packaging.

- If you have made a spelling mistake on your order and it has been sent for production.

- You have disposed of the item you have an issue with.

- A perishable item that has been consumed/disposed of.

For more information on how personalised items are excluded from distance selling regulations please visit the [Which Website](#).

If you return an item because of an error on our part, or because it is defective, we will happily refund the full value of the item and your costs in returning it to us.

The item(s) must be returned in the condition in which you received it within 30 days of delivery. By the very individual nature of personalised products, they cannot be re-sold, and therefore we cannot accept returns if you have a change of mind.

We regret that postage and packing costs for unwanted items cannot be refunded after 7 working days from when the order was delivered.

Please note:

- You have a duty to return the item to us and the cost of doing so is your responsibility, except if the item is faulty or does not comply with the contract.

- The parcel can take up to 7 working days to be returned to our Warehouse, unless sent via special delivery.

This returns policy does not affect your statutory rights.

The address for returns is:

The Wooden Hut Gift Company

11 Kenilworth Drive

Darlington

Co. Durham

DL3 0JH