

Returns and Refunds

All our products are made to order and as a result not subject to the Distance Selling Regulations. Returns and refunds will only be accepted where we have failed to make goods to your specification, or they are faulty. Where incorrect measurements were provided, we cannot give refunds.

In situations where goods fail to match the specification provided by yourselves you must contact us within 7 days of receipt of goods. On return of the goods we will inspect them. Where faulty or incorrect we will repair or alter the goods or if this is not possible a full refund will be given.

Refunds will not be processed until after goods are returned and have been inspected.

The cost of returning goods will be reimbursed once it has been agreed that the fault lies with us.