

Returns / Refunds

how to return an item you've bought on our site

If you wish to discuss or organise return, exchange or refund of any item, please [get in touch](#) or email enquiries (at) madewithlovedesigns.co.uk to agree return of the products BEFORE sending.

our returns policy

We want you to be happy with the goods and service that you receive from us. As such, we provide the following guarantee to all shoppers so that you have peace of mind when ordering any product through the madewithlovedesigns.co.uk website.

According to the Distance Selling Regulations 2000 You have:

- 28 days, from the receipt of goods, in which you can cancel your order.
- You MUST cancel your order in writing within the timeframes given.
- There are naturally **exceptions to the terms shown above**, where for instance products are specially made or personalised, so please carefully read and check the details below before ordering any item.

exemptions and exceptions to the returns policy (Regulation 17)

- Please note the exemptions and exceptions below to the standard returns procedure and 28-day cancellation period, where the following items are non-returnable and non-refundable:
 - personalised items that are specially made, or ordered, with your choice of name/wording, fabric/embellishment, message or other customized aspect
 - large items including guest signing frames which are specially made & ordered
 - art, new baby frames, and other creations that are specially commissioned when you place an order.
 - Please make sure you understand the relevant returns policies whenever you buy.

Refunds may occasionally be offered at the discretion of the management.

Return of defective goods

We endeavour to despatch the goods to you in perfect condition. However occasionally goods can be damaged in transit which although is out of our control, we are keen to rectify any problem as quickly as possible.

In the event that the product(s) is defective, you may return it to us at your own expense within 7 days of receiving such product(s). Please return product(s) to the postal address below. We will offer to re-design and resend the product(s) free of charge.

how to return a product

- It is **essential** to please notify us in writing if you wish to cancel your order.
- You must NOT destroy or dispose of any product, even if it is faulty, before arrangements have been discussed to return to us.
- Following such notification and subject to the terms of this policy, and terms & conditions for shoppers on this website, we will then issue a replacement or refund of your order payment excluding postage & packaging.
- Please ensure that you agree with us in writing (an email will count as in writing) when and how you will return the goods before the end of the 28-day period. If you believe the goods are faulty, then you must explain this at this time.
- You must return the goods appropriately packed to us to the returns handling address:

MWL Returns,
C/O 30 The Spindles,
Mossley,
Ashton Under Lyne,
OL59SA.

- The costs of return postage will be at your expense unless the goods are faulty.
- Please include with the returned goods your full contact details, a note stating the reason for return and specify any exchange you wish to make to replace the returned item.
- Please obtain proof of postage.
- Refunds or exchanges will be made to you within 28 days of receipt of the returned goods, or 2 working days for greetings cards as long as you have followed all of the procedures and timeframes above, conditional upon stock availability.
- Refunds will be made via the same method used to pay for the item.

This information summarises the main terms returns policies. We are not responsible in any way whatsoever for any loss or damages you may suffer in relation to the information set out above, our returns or refunds policies or in relation to any goods or services you purchase or return.