

# Returns Policy

## Return of Goods:

Customers rights to return goods are protected under the EU Distance Selling Directive which can be viewed at the Office of Fair Trading website - <http://www.offt.gov.uk>

## Returns:

### *Faulty/Damaged items:*

If you are not satisfied with the goods received, please notify us as soon as possible and in any case within 14 days. Do not return any goods without prior authorisation.

Items which arrive faulty or damaged must be notified by email to [expostmistress@icloud.co.uk](mailto:expostmistress@icloud.co.uk) within 14 days of receipt. Please keep the original packaging, all faulty goods must be returned with packaging (unless express permission is given by Elaine's Pencil & Parchment to the contrary). The customer will be entitled to a full refund or a replacement item which will be despatched on receipt of the return of faulty goods unless Elaine's Pencil & Parchment states that return is not necessary. In the event that a replacement is not available then Elaine's Pencil & Parchment retain the right to offer a full refund. The customer is responsible for obtaining proof of postage for all items returned.

## Returns:

### *Unwanted Items:*

If you no longer require an item you have ordered, or if you have ordered the wrong item then providing it is returned within 14 days of the original order and is returned in its original unused condition and in the case of items in sealed packets they are still sealed and unopened then a refund of the cost of the item will be made in the same format that payment was received. The customer must pay for the cost of returning the goods and the customer is responsible for the safe delivery of the item back to Perfect Parchment Craft. No refund will be made in respect of shipping costs incurred either from the original dispatch or its subsequent return, in the event of an item being originally dispatched under the 'free postage' offer, the cost of this shipping will be deductible from the refunded sale.

## Cancellation of Order:

All customers have the right to cancel their order and receive a refund of their payment. In the event that items have already been dispatched then a refund will only be issued upon the return of the goods. In these cases, Elaine's Pencil & Parchment retains the right to discount the cost they have incurred in shipping the item from the refunded payment.

Elaine's Pencil & Parchment retains the right to cancel any order made by customers or refuse to sell any product to a customer. Where payment has been made then a full refund will be issued to the customer.