

Crochet Connections Refund Policy

1. Introduction

- This policy outlines the terms and conditions for returns and refunds for Crochet Connections UK
- We aim to be fair and transparent, while also complying with UK consumer law.

2. Your Right to Cancel (for distance and online sales)

- You have the right to cancel your order within 14 days of receiving the goods without giving a reason.
- You must notify us of your decision to cancel within this 14-day period.
- You then have a further 14 days to return the goods to us.
- We will refund the cost of the goods and the original standard delivery cost within 14 days of receiving the returned items or proof of postage.

3. Returns for Faulty or Mis-described Goods

- You are entitled to a full refund, repair, or replacement if the item is faulty, not as described, or not of satisfactory quality.
- For items that are damaged on arrival, you must notify us within 7 days and provide proof of the damage.

4. General Return Conditions

- **Return Window:** All returns must be made within 30 days of delivery.
- **Condition:** Items must be returned in their original condition, unused, and in their original packaging.
- **Proof of Purchase:** A valid receipt or proof of purchase must be provided with all returns.
- **Non-Returnable Items:** The following items are not eligible for return: custom made or commissioned items.

5. How to Make a Return

- To initiate a return, please contact us at crochetconnectionsuk@outlook.com
- Please include your order number and a brief reason for the return.
- We will provide you with instructions on how to return the item.
- The cost of return postage for items being returned due to a change of mind is the responsibility of the customer. However, we will cover the cost of return postage for faulty or mis-described items.

6. Processing Refunds

- Once we have received and inspected your returned item, we will send you an email to notify you of the status of your refund.
- If approved, your refund will be processed and a credit will automatically be applied to your original method of payment within 14 calendar days.

7. Late or Missing Refunds

- If you haven't received your refund, please first check with your bank or credit card company.
- If the issue persists, please contact us at crochetconnectionsuk@outlook.com