



## Barkworthy Gifts Returns & Refunds Policy

Effective Date: 1<sup>st</sup> March 2026

This policy applies to purchases made from Barkworthy Gifts via our website.

### **1. Your Right to Cancel (Non-Personalised Items)**

Under the Consumer Contracts Regulations 2013, you have the right to cancel your order within 14 days of receiving your goods for non-personalised products.

To cancel:

- Email us at [Insert Email] within 14 days of delivery
- Return the item within 14 days of notifying us

Items must be:

- Unused
- In original condition
- In original packaging

Return postage costs are the responsibility of the customer unless the item is faulty.

Refunds will be processed within 14 days of receiving the returned item.

### **2. Personalised Products (Important)**

Under UK law, the 14-day cooling-off period does not apply to personalised or custom-made products.

Because personalised items are made specifically to your order:

- We cannot accept returns
- We cannot offer refunds
- We cannot cancel orders once production has started

Please carefully check spelling, dates, and design choices before placing your order.

### **3. Faulty or Damaged Items**

Under the Consumer Rights Act 2015, you are entitled to a replacement, repair, or refund if an item is:

- Faulty
- Damaged
- Not as described

You must contact us within 30 days of receiving the item and provide:

- Your order number
- Photographic evidence of the issue

If approved, we will:

- Replace the item, or
- Issue a full refund

We will cover return shipping costs for faulty items.

### **4. Incorrect Personalisation Submitted by Customer**

We are not responsible for:

- Spelling errors
- Incorrect dates
- Incorrect custom text
- Design selections made by the customer

Please double-check all details before placing your order.

### **5. Refund Processing**

Approved refunds will be issued to the original payment method within 14 days.

### **6. How to Contact Us**

For returns or refund enquiries:

Barkworthy Gifts

Email: [barkworthygifts@mail.com](mailto:barkworthygifts@mail.com)