

**Customer Returns and Refunds Policy**

At Robinscroft Interiors we are committed to delivering high quality goods to all of our customers. It is important to us to know that customers are 100% satisfied with the goods and services that are purchased. Restoration processes take place on site and it is our aim to produce items to the highest possible standard. When buying online we endeavour to photograph the items as well as possible, showing all areas of imperfection on second hand pieces of furniture.

**Purchasing from Robinscroft Interiors:**

As we are a small business we would ask that all collections are by prior arrangement to avoid any disappointment. The post code for collections is LE12 6RH. When collecting items in person from our premises please check them over prior to taking them away (this is your responsibility). Once goods are taken from our workshop the distance selling regulations do not apply. Dealing in second hand goods requires buyers to accept that there may be some imperfections. We are always happy to refund items fully if a buyer is not completely satisfied before taking them away. We have card reader facilities on site for payments.

We endeavour to post our items (via a parcel courier) the next day as long as it is a weekday and not a Sunday or bank holiday. We only post items out once payment has been received by us. Items damaged after leaving our premises either by the buyer or their chosen courier are not refundable by Robinscroft Interiors.

**Entitled to a Refund:**

At Robinscroft Interiors we thank you for your business but if you are not entirely satisfied by your purchase then we are able to help:

* Items may be returned to us up to 30 days from date issued on your customer receipt
* Customers must contact Robinscroft Interiors via email to enquiries@robinscroftinteriors.co.uk to detail an issue and request a refund
* Items must be returned in the same condition as point of sale where possible
* Items must be returned to LE12 6RH and delivery pre-arranged with Mr or Mrs Cufflin
* Where possible damaged items may be able to be restored dependent on condition and through discussion with Mr. A Cufflin
* Customers are eligible to receive a **full refund** on the original price of an item
* Robinscroft Interiors will initiate a refund to the original method of payment or otherwise specified by the customer. The refund will be initiated upon the return and inspection of the item/goods at LE12 6RH. For customers receiving an online refund, please allow for bank transfers time frames
* Robinscroft Interiors will issue a refund receipt either via email or to the customer in person upon return of the item/goods
* Customers are responsible for arranging shipping for returns. Payment for return shipping is non-refundable by Robinscroft Interiors. If you receive a refund the cost of shipping will be deducted from your refund amount if Robinscroft Interiors incur the cost of the shipment

If you wish to discuss or query any of the above information, we are happy to help. Please contact us at enquiries@robinscroftinteriors.co.uk, alex.cufflin@robinscroftinteriors.co.uk