

We are delighted to offer FREE delivery on all UK mainland orders at Presented with Style. The majority of products will be with you within 5 days of ordering but please allow up to 7 days. There are some items which you will receive much sooner and so please refer to individual items for expected date of delivery.

When your order is dispatched from us, you will receive an email advising you of this. If the parcel has been sent on a Signed For service the reference number will be detailed in the email to enable you to track your delivery. This allows you the flexibility to change the delivery date to a more convenient day. Please note - if you are not in to receive a Signed For delivery service and rearrange with the courier yourself for your item to be left on your property/with a neighbour etc., unfortunately Presented with Style cannot be held responsible for any loss or theft that occurs as a consequence. If your parcel has not arrived within 7 days please get in touch with us at [gill@presentedwithstyle.com](mailto:gill@presentedwithstyle.com).

### **Guess what! it's ok to change your mind**

We would like to thank you for shopping at Presented with Style. We hope you are delighted with your purchase. However, sometimes we change our mind and that's ok. Under our goodwill returns policy you may return items to us (\*with the exception of personalised items) at anytime within 14 calendar days for an exchange or refund (excluding any postage costs incurred) if the item is "as new". We class "as new" condition as unwashed, unused and unworn and in the original packaging. You will be responsible for paying for your own postage costs for returning your item. Please return items to the following address, quoting your name, address and order number (detailed in the dispatch email). Presented with Style  
1 49 New Street | Ecclestone | Chorley | Lancashire | PR7 5TW

Unfortunately we cannot accept responsibility for goods until we have signed for the receipt. Subject to them being "as new" we will process a full refund. \*We regret that we cannot offer returns on unwanted items that have been personalised. This is in line with Long Distance Selling Regulations governing the sale of personalised products

**Problem with your order?** - If you are not entirely satisfied or have a query or problem we're here to help. All we ask is that you inform us of any discrepancies, shortages or damages in your order within 14 calendar days of receipt. In the first instance please get in touch at [gill@presentedwithstyle.com](mailto:gill@presentedwithstyle.com) or call 07434 910935 quoting your order number.

### **Returning faulty or incorrect items**

We can accept returns for any item (including personalised) if the item is faulty or in. Where this is the case we will send out a replacement or offer a refund, including postage. It is recommended you send all faulty or incorrect items by Royal Mail Signed For 2nd Class Service (covers up to £50) or Royal Mail Special Delivery guaranteed by 1pm Service (covers up to £500). Always retain proof of purchase.

Once we receive your faulty or incorrect item we will notify you on the status of your refund or replacement. We will initiate any refunds to your credit card (or original method of payment). You will receive the credit including postage costs incurred within a certain amount of days, depending on your card issuer's policies. This returns policy is in addition to, and exceeds your Statutory Rights. Customer's Statutory Rights are not affected by any of these terms of trading. In the event of any dispute English law will apply.