

Refund Policy

We want you to be 100% happy with your purchase.

Under the Consumer Contracts Regulations, you have the right to cancel purchases made online from when you place your order through to fourteen days after receiving the goods. If you choose to cancel your order before we have despatched the goods, we will refund your payment through the payment processor you used within fourteen days. Unwanted goods should be sent back to us in unused, unopened, re-saleable condition within fourteen days of delivery.

Bespoke / made to measure, items can only be returned if they are damaged. We do not accept returns for bespoke items for any other reason.

If we have already despatched the goods, please inform us of your intention to return the items via email: info@lindseytyson.co.uk, and return items to our business address: Lindsey Tyson Textile Art & Design, Woodend, The Crescent, Scarborough, North Yorkshire, YO11 2PW. You will receive a refund within fourteen days of us receiving the returned goods.

If the goods supplied to you are damaged on delivery or items are missing, you should notify us in writing via email immediately to info@lindseytyson.co.uk. If you have any other complaint about the goods, you should notify us in writing via this email address, as soon as possible, but in any event within 7 days of the date you discovered or ought to have discovered the damage, defect or complaint.

We cannot accept liability for returned goods lost or damaged during transit. You are advised to wrap the product carefully to avoid damage. You are also advised to return the goods by recorded delivery, registered post or by courier. Proof of postage will not be accepted as proof of delivery. Please remember to give us your name and address, and a copy of your purchase receipt. The cost of returning goods will be borne by you unless the goods are faulty.

Please Note: If the item has been used and the item is not damaged or faulty we reserve the right to refuse refunds.

Bespoke Items: If you have ordered a bespoke item, we will give a full refund if we have not yet started the work. As it is a personalised item, we cannot

refund once we have started the work. Bespoke items can only be returned if they are damaged. We do not accept returns for bespoke items for any other reason.

This returns policy does not apply to any defect in the goods arising from fair wear and tear, wilful damage, accident, negligence by you or any third party, use otherwise than as recommended by the manufacturer, failure to follow the manufacturer's instructions, or any alteration or repair carried out without the manufacturer's approval.

We endeavour to be as accurate as possible. However, we do not warrant that product descriptions or other content of this site are accurate, complete, reliable, current or error-free. If a product offered by us is not as described please return it in an unused condition for a full refund. Please note that the way that screens are calibrated can lead to differences in colour rendition. This fact must be allowed for when considering your purchase.