

Returns:

In the unlikely event of returning an item you have 14 days, from receipt of cancellable goods, to notify us if you wish to cancel or exchange an item.

Items are returned at your expense unless the item is faulty. When returning please ensure you use a signed-for delivery service with proof of postage.

Please note that you are liable for any diminished value of the product resulting from the handling of the product in any way other than what is necessary to establish the nature, characteristics and functioning of the product while you are responsible for it. This includes, in the context of a return, when the product is in transit back to us.

Please note goods that are personalised, bespoke or made-to-order to your specific requirements, perishable products and instances where the seal is broken are non-refundable, unless faulty.

Return your items to:

Nikki Hollier, Border in a Box, Broadway House, Birlingham, Pershore, Worcestershire, WR10 3AF.

Refunds:

Once your return is received and inspected, we will send you an email to notify you that we have received it and confirm the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 3 days. Please note, your financial provider may take longer for the transaction to show on your records.