Return and Exchange Product

Customer Services - 2022-07-29 - Orders

There are two reasons why you may be seeking a refund. Firstly, you may have changed your mind about a product. Secondly, your item has arrived damaged or is defective. There are different procedures for each of these detailed below.

If you have decided you no longer want an item, it can only be returned if it is unopened. The item must be returned within 30 days of receipt. Our customer services team will issue you a returns label but it is your responsibility to pay for the return postage cost.

If your item has arrived damaged then our policy requires you to send images of the damaged item to our customer services team so please contact them with the image and your order details. In cases such as these, we can offer a replacement item, another item of equal value or a refund.

More details about how to return an item can be found on our Returns & Exchanges page.

Other circumstances under which we offer a refund include if you have cancelled your order before your package has been dispatched or if you have not received your parcel and have checked with your neighbours and local delivery centre.

Whenever you contact us about your order please include your Order ID to help us quickly process your request. This is the number that begins with CT.

Related Content

- Modification / Cancellation of Your Order
- Tracking Your Order
- Late Delivery FAQs