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## **Lucy's Dressing Returns Policy**

### **Returns Statement**

We want you to be 100% happy with your order and it is our aim to ensure that all products supplied to all customers arrive in perfect condition. You have the right to cancel your order at any time without being charged for the goods ordered (other than for those products that have been specified as non-returnable).

If you have received your order and the items were delivered in error or the items were damaged or defective, we will happily refund your money or exchange the products provided that you inform us of your intention to return the products within 7 working days from the date of your order being delivered. If items are unreturnable, then we need photographic evidence of the damage/defects of the products. All refunds will be paid within 30 days of the date that you notified us of your intention to return the product(s). Please note that product images on the website are intended for illustrative purposes only and may not be exact representations of the item in stock.

### **Right to Cancel Statement**

All customers have a right to cancel an order in which they purchase merchandise ("Products") from us or withdraw their offer to purchase the Product(s) as applicable, at any time up to 24 hours from the date of your order being processed.

To cancel your order you must inform us via telephone (07798 653323) before the expiry of the cancellation period. If you have already taken delivery of the order then the goods cannot be cancelled.

### **Complaints Handling Statement**

If for any reason you are unhappy with the product you have received then please email us at [emma@lucysdressings.co.uk](mailto:emma@lucysdressings.co.uk) and we will make every effort to compensate for this and where appropriate we will supply a replacement product.