



enquiries@hollyslollies.co.uk

Returns

When you shop online you have the right to a “cooling-off” period of 14 calendar days in the EU (Consumer Contracts Regulations) and 30 days in the UK (Consumer Rights Act 2015) whereby you can withdraw from the contract and return your purchases to the seller.

Perishable goods are not covered by these cooling-off periods, as they might not reasonably last as long as the stipulated 14-day or 30-day thresholds. Therefore we are unable to accept returns on any of our products.

Damaged Products

If any of your products are damaged in any way upon receipt, please get in touch with us as soon as possible by emailing enquiries@hollyslollies.co.uk. Please send an image of the damaged product along with your order number and an explanation of the problem. If the products are faulty through no fault of your own, we will happily replace or refund the affected item/s.

Cancellations

When you shop online you have the right to cancel your purchase for a full refund until 14 days after it was delivered in the EU (Consumer Contracts Regulations) and up to 30 days in the UK (Consumer Rights Act 2015) whereby you can withdraw from the contract and return your purchases to the seller. Perishable goods are not covered by these cooling-off periods, as they might not reasonably last as long as the stipulated 14-day or 30-day thresholds.

Please make sure you are happy with your order before making payment and completing your order. Please check your Order Confirmation email to review the details of the order that you have submitted. Holly's Lollies cannot be held liable for acting in good faith on incorrect information received.

If you want to cancel your order, please be quick, as once the order has been received by our warehouse and/or posted your items we can't offer a refund or take cancellations. To cancel an order please contact enquiries@hollyslollies.co.uk.