

# Returns Policy

Please note, each of our products is thoughtfully handcrafted, meaning every piece is unique. To also reduce waste, we only source small amount of fabric to create our products. As a result, you may notice slight variations in colour, design or finish, which adds to the character and individuality of each item.

**Change Of Mind:** We do not offer refunds or exchanges if you change your mind, so please ensure that you read the product description carefully prior to your purchase. Please email us on [jennifer@mohumdesign.com](mailto:jennifer@mohumdesign.com) if you have any questions about any products. We would love to help you with any colour/pattern combinations to ensure you purchase the correct product.

**Faulty Items:** In the unlikely event that you have received a faulty product, an exchange or full refund will be provided. Refund requests must be made within 3 days of purchasing with a photo of the faulty product. Please email Message with your order number and what you would like to return along with a detailed description and images to show the faults.

Refund will be processed within 7 days once the returned product is checked and verified that is faulty.