

## **Returns Policy**

At Highgrove we want you to be happy every time you shop with us. In the unlikely event that you are not absolutely delighted with your order, our Returns Policy explains what you can do.

### **Damaged Items**

All our parcels are carefully packed by hand at our warehouse. Should your order be damaged in transit, please notify us by emailing [admin@highgroveshop.com](mailto:admin@highgroveshop.com) within 7 working days and we will be pleased to replace it. Please see '**To return an item**' (below) for details of how to return damaged goods to us. If you are returning an item because the goods are damaged, or you are not completely satisfied, we will be happy to refund all delivery charges incurred by you (both for its initial delivery and for the cost of you returning it to us). In all other circumstances where Highgrove is not at fault, delivery costs will be your responsibility.

### **Incorrect Items**

If we have sent you an incorrect item, please notify us by emailing [admin@highgroveshop.com](mailto:admin@highgroveshop.com) as soon as possible. Please return the incorrect item to us and specify the correct details in writing. If you would like us to replace the incorrect item with the item you ordered we will send you the correct item as soon as possible. We will not charge you for the incorrect item and will reimburse your reasonable costs in returning it.

### **Exchange/refund**

If you are not entirely delighted with the products that you have chosen you may return them to us within 28 days of receipt. We will be more than happy to offer you an exchange or, if you wish, a refund, provided that the products are returned complete, in perfect condition, unused, unwashed and with the original packaging. We cannot accept items for a refund or exchange if the goods are not in perfect condition or it is obvious to us that the goods have been used or washed. We are unable to offer a refund or exchange on perishable goods (such as food, beverages, and plants), or skincare products and pierced earrings for hygiene reasons.

### **Cancelling an item**

Under the European Union's Distance Selling Regulations, items returned within the seven day cooling off period by customers located in the European Union have the right to cancel the contract for the purchase at any point from the time of ordering until seven working days after delivery. Exceptions are: foodstuffs, beverages, and any item made specifically for you. To cancel a contract for non food and beverage items, please send your complaint in writing giving the reason for the return as 'Contract Cancellation'. Please package the relevant item securely and send it to us so that we are in receipt within seven working days of the date that the item was delivered to you.

### **To return an item**

Should you be returning an order because you are not satisfied, please enclose all details of the purchase giving the reason for your return and clearly mark whether you would like a refund or exchange. Pack the items back in the parcel, using the original packaging; attach the invoice and return to the address below. For all returns, except where the item is faulty or when we have sent you an incorrect item, you will be required to arrange and pay for the return of the products to us. This returns policy does not affect your statutory rights.

### **Returns address:**

A G Carrick  
Highgrove Returns Department  
Unit 7, Warren Business Park  
Knockdown  
Tetbury  
Gloucestershire  
GL8 8QY

When returning items you are strongly recommended to obtain proof of posting. We cannot accept responsibility for parcels lost in transit. Until you return items to us you are responsible for their safe keeping and taking reasonable care of them. We do not accept liability for returned packages damaged during transit back to us. It is your responsibility to wrap products adequately to prevent damage.