

Cottonwood Interiors Boutique

Payment

All prices are shown in UK pounds sterling and are inclusive of VAT at the current rate.

Postage

We offer Free Postage for all orders. This postage charges apply to UK mainland only - for UK islands and international postage please contact us.

We aim to dispatch all orders within 3 - 5 working days, subject to stock availability. We will be in contact with you if there are any changes to this.

Please note - we try to be as environmentally friendly as possible and as such from time to time we reuse some packaging and boxes.

All orders are checked and packaged appropriately before dispatch, however once in the delivery network damages may occur beyond our control. In the unlikely event that you receive a damaged item please provide details and photographs and we can offer you a choice of an exchange or a refund.

Returns

We offer free 7 day returns in the UK only, Uk Islands and international please contact us for instructions. After the first 7 days we you have another 7 days to return the product, you will be responsible for the return payment.

For any reason your order does not fulfil your expectations, please contact shop@cottonwood-interiors.co.uk to get a return code. We will arrange a refund within 5 days of delivery. We will offer an exchange or a refund provided the items are returned to us complete, in perfect condition, unused, unwashed and in the original packaging. We cannot offer an exchange or refund if this is not the case.

Please repack the items carefully and include the return reference number, you can find this order number on your email confirmation.

Please return to - Unit 9 Elmsfield Industrial Estate, Worcester Road. Chipping Norton, Oxfordshire, OX7 5XL We cannot be responsible for return parcels lost in transit and highly recommend getting proof of posting when making a return.

Product Descriptions

We take every possible care to ensure that product descriptions and measurements on our website are correct, specifications are intended to give a general description and there may be slight variations in finish and colour due to the handmade nature of the item or the photographic purpose. If you have any queries regarding any product on the website then please get in touch via email or use our chat bubble service.

If the price or description is obviously in error, we reserve the right to limit Cottonwood Boutique liability to the return the money the customer has paid.

If you have any questions about your order then please contact us as soon as possible.

The Cottonwood Team.