

Returns Policy

Your right to cancel

For most products purchased online, you have the legal right to cancel your order within 14 days of receiving the goods, without giving a reason.

After telling us that you wish to cancel, you normally have a further 14 days to return the goods to us.

How to cancel

To cancel an order, please contact us at info@thelavenderfarm.co.uk, stating your order number and that you wish to cancel.

We will confirm the cancellation and provide any information needed for the return.

Returning unwanted goods

Unless the goods are faulty, damaged or not as described, you are responsible for the cost of returning goods if you change your mind.

Goods should be returned unused and, where applicable, in their original packaging.

You are responsible for taking reasonable care of the goods while they are in your possession. We may make a deduction from the refund if the goods have been handled beyond what is reasonably necessary to establish their nature, characteristics and functioning.

Refunds

If you cancel your order in accordance with your statutory rights, we will refund the price paid for the goods and the standard delivery charge.

We are not required to refund any additional delivery cost where you chose a more expensive delivery option than our standard delivery service.

Refunds will normally be made using the original payment method.

Exceptions

The statutory cancellation right does not apply to certain types of goods, including:

- Goods made to your specifications or clearly personalised for you.
- Goods which are liable to deteriorate or expire rapidly.
- Sealed goods which are not suitable for return for health protection or hygiene reasons where they have been unsealed after delivery.

Where an item is excluded from the statutory cancellation right, this will be made clear where appropriate.

Faulty, damaged or incorrect goods

If your order arrives damaged, faulty or not as described, please contact us at info@thelavenderfarm.co.uk.

You have statutory rights in relation to faulty or misdescribed goods. Depending on the circumstances, you may be entitled to a repair, replacement or refund.

We will not ask you to pay return postage for goods that are faulty, damaged or incorrectly supplied.

Contact

For returns or questions about this policy, please contact:

info@thelavenderfarm.co.uk