

RETURNS

If your item arrives with you damaged or faulty you must inform us within 48 hours of receiving the delivery, by calling into our shop, emailing info@marmaladeatdogpole.co.uk or by Telephone. Please provide your name, order number and images of the damaged item. Please do not return the items until you have contacted us first. Please make sure you put all your details in the parcel including your name and order number. Failure to do so will result in a delay in processing your refund and/or credit note.

We ask you to use a tracked and insured courier as we cannot be responsible for any loss or damages to your item on the return journey. They must be packed with care in their original packaging and arrive back with us in a saleable condition. If you are returning lampshades please use the original box and do not use any extra packaging inside, other than what it arrived with as extra can often dent the lampshades during transit. The boxes used are especially made to protect the shade.

No Refunds or exchanges can be made on items made to your specification eg. Lamp Shades or on unsealed pots of paint unless you have received them faulty or damaged.

Once your order arrives safely at our shop we will issue a refund / credit note. All orders must be returned in a saleable and unused condition, at the discretion of marmalade at Dogpole, if they are not they will not be refunded or credited unless they are faulty.