

Pumpkin Productivity Terms and Conditions

Shipping

Tracked shipping

United Kingdom (48 hours) - £3

Europe (3-7 working days) - £12

International (3-7 working days) - £13.75

Untracked shipping**

Europe (3-7 working days) - £6.50

International* (3-7 working days) - £8.50

**Pumpkin Productivity are not liable for any import or customs duties that your country may impose.*

***Please note that international orders can be held at customs and this may delay your order delivery time for up to 30 working days.*

****If you select Untracked Shipping at checkout we will not be able to guarantee the safe delivery of your item(s) once dispatched. We will also not be able to access any information on the location of your item(s) once they have left our warehouse.**

Pumpkin Productivity will not refund or reship item(s) that do not arrive if Untracked Shipping has been selected.

If the shipping service is unable to deliver your item(s) your package will be returned to our warehouse and you will receive an automatic refund once your item(s) have been processed by our team. If you wish to reorder your items, you can do this via our website. Please check your address is entered correctly and select tracked shipping to avoid your item(s) being undeliverable.

Returns -

We want you to be satisfied with your purchase but if you are not, you can return any item within **14 days** of receipt provided that the products are returned complete, in perfect condition, unused, with the original packaging. We will be happy to make a refund which will be returned to your original payment method. Please note shipping is non-refundable.

The address for sending goods back is:

Fulfilmentcrowd
Unit 20
Matrix Way
Buckshaw Village
Chorley
Lancashire
PR7 7ND

Please include a note with your order number, full name, email address and delivery address and we will take care of the rest.

Once we have received your order, your items will be processed which can take up to 5 working days. Once your item has been confirmed as being in its original condition, we will process a refund to your original payment method. It can take up to 3-5 business days to process your refund depending on your bank, so please contact them if you need any more information on this.

Unfortunately we are unable to cover the cost of shipping your item(s) back to the fulfilment centre.

If you have any queries about your return please contact pumpkinproductivity@sixteenth.co

Changing/Canceling Orders -

We'll always do our best to fix any issues with your order, if you need to change or cancel your order please email pumpkinproductivity@sixteenth.co as soon as possible. Due to the speed of the order fulfilment process we may not be able to amend or cancel orders prior to your order being dispatched.

Faulty Items -

We are always disappointed on the rare occasions our customers receive a faulty item. If you have identified the fault within 14 days of purchase, please email pumpkinproductivity@sixteenth.co with your order number and a photo of the damage for a replacement or refund. The faulty item(s) will need to be returned back to us, including a slip within the package stating that the item(s) are faulty. We will refund any postage on a faulty item and ensure you are reimbursed for standard return postage.