

BECKY LEE CUSHIONS REFUND POLICY

RETURNS + REFUNDS

Please choose carefully. There are no refunds, returns or credits on items if you change your mind.

Please ensure you read the product description thoroughly before purchasing so you understand if your cushion is made from a Vintage or Repurposed fabric, which may have imperfections such as crease lines or light fading. Any visible imperfections will be described in the product listing.

All cushions are carefully inspected prior to dispatch to ensure they meet our strict quality standards, however if you have concerns around the quality of your cushion, or believe it to be faulty, please email us within 7 days of receiving your cushion with clear photographs of what you believe to be the problem. If we agree that your item is faulty & needs to be returned please package in the original packaging with all tags still attached and we will arrange a courier to collect. The Item will be inspected upon arrival and will be repaired or replaced accordingly at our discretion.

In the situation where an item is damaged during shipping, please notify us immediately by emailing us so we can work on a solution.

Our cushions are designed to be their most magnificent selves when filled with our feather inners, but if you choose to fill them yourself please be extra careful of the zip when you are filling your cushion. Take off any rings or bracelets first. Make sure you gently work the inner into the cover and do not put unnecessary pressure on either end of the zip. These areas have been reinforced however they are still vulnerable to excessive force and we cannot accept responsibility for broken zips or popped stitches that occur when self-filling your cushion.

COLOUR ACCURACY

While every effort is made to represent colours correctly, please be aware that colours may appear differently from screen to screen. We are not able to guarantee that your computer monitor or screen will display colours accurately.

If you wish to ensure a precise colour match, please email us to discuss. It is possible to provide the closest colour match reference to Resene or Dulux NZ paint swatches to assist in your decision.

WORKMANSHIP WARRANTY

Becky Lee Interiors provides a 12 month warranty from the date of purchase against workmanship faults. This does not cover normal wear and tear, damage incurred during cleaning, fading, damage caused by pets or pulls to fabric from jewellery or clothing, crushing to velvet pile, or damage that occurs to the zip or stitching when removing or inserting an inner.

Becky Lee Interiors will assess each claim on a case by case basis and will have full discretion in determining the course of action to repair or replace any items deemed to be faulty.