



## STAPYLTON-SMITH

London

**Shipping:** Deliveries will require a signature so please bear this in mind when providing a delivery address. Stapylton-Smith cannot be held responsible for goods that are lost or delayed in transit. Stapylton-Smith is not liable for damage incurred to goods in transit or for non-delivery. You will become the owner of the goods you have ordered once they have been dispatched to you. Once goods have been delivered, they will be held at your own risk, and I will not be liable for their loss or destruction.

**Duties:** Any import duties, sales taxes or other import costs, incurred at the point of entry into the destination country are the responsibility of the customer.

**Returns & Refunds:** You have 14 days to return goods for any reason. You are responsible for the safe carriage of items to us. You will then receive a refund for the full value of your purchase for stock items ONLY. The item is your responsibility until it reaches me. For your own protection, I recommend that you send the parcel using a delivery service that insures you for the value of the goods. I cannot be held responsible for returns that are lost in transit. The cost of returning the item to me is your responsibility. Your original postage costs will not be refunded unless the item you received was sent in error or is faulty. Products must be returned and carefully repackaged in their original packing.

**Bespoke:** I am not able to make a refund for bespoke commissions. The customer retains the right to cancel a commission at any point, however the design fee, material and production costs will be liable to a cost for the customer.

To arrange a return please email us or Boutee: quoting your name, address, details of the product, the reason for return and whether you require a refund or replacement.

