

Returns



To ensure that we process your return quickly and correctly, please provide the details below.
Please note that we can only process returns on items that have not been customised (size, text, or images).
Items must be returned within 30 days of the original shipment date.
For our full terms and conditions, please visit <https://butlerandgrace.co/pages/terms>

Your name: _____
Address: _____

Phone number: _____
Email address: _____
Shipment date: (when we sent it to you) _____

Item/s to be returned				
Product name:	Quantity:	Price:	Total:	Reason for Return:

* Note: If you are returning your full order, the original postage costs (from Butler & Grace Ltd to you) will also be refunded

Refund

We will always attempt to refund the transaction using the original payment method. But sometimes this is not possible. If we need to use a different payment method, what would you prefer?

Payment by PayPal
Please provide the email address for your PayPal account:

Payment by Cheque

Next step:

Package your product securely and send it to us, using a postage service that requires a signature.
We can only take responsibility for your product once it has arrived with us.
(If it does not arrive, you will need to make a personal claim with Royal Mail for your lost item.)
Please send it to:
Returns, Butler & Grace Ltd, 17 Coleshill Place, Milton Keynes, MK13 8DG, United Kingdom

Please allow 14 days to process your return. You will receive an email from us confirming receipt of it.
If you have any questions in the meantime, please email us at hello@butlerandgrace.co