

# Black&Beech

We always want to make sure you are happy with everything you purchase from us.

If you return an item requesting a refund within 28 days of delivery, we'll give you a full refund. Your refund will be issued using your original payment method & we aim to process your refund within 5 working days of receiving the returned item. The refund will be via your original payment method and might take 1-10 days to be processed by the bank or merchant.

The items must be sent back in perfect condition – of course, it's fine to try on the item, but if you plan to return, please don't wear it for longer than that. All items are inspected on return & in order to receive a full refund, all items must be returned to us unworn/unused and in the same condition you received them. This includes the original packaging with all tags and labels attached.

Please send your goods back and maintain proof of postage. If your return is lost in the post you will have to claim for it, and this is outside what we can help you with. Any tracked service is fine, but if you send a return back without paperwork it can delay the processing of your item.

If you would like to request a refund for an item outside of the above timeframes, please get in touch - but any refund will be at our discretion.

## Post your return to the following address

**Black & Beech**  
**F1001**  
**376 Newport Road**  
**Cardiff**  
**CF23 9AE**

As we are a micro business, it will be your responsibility to pay the cost of return postage. I strongly urge you to get proof of postage and use a tracked service. We are not liable for items lost in the returns post.

## Want to exchange an item?

We're unable to offer exchanges at the moment. All returned items will be refunded once they arrive at our warehouse. Need it in a different size or colour? Simply place a new order!

## Wrong item

We are really sorry if we made any error and we will want to put that right ASAP. If one of the items you received isn't what you ordered, please contact us at [hello@blackandbeech.com](mailto:hello@blackandbeech.com) and we will get it sorted for you as soon as possible.

## Please fill in the form below and include with your return

<b>Name</b>	
<b>Address</b>	
<b>Email Address</b>	
<b>Order Number</b>	
<b>Order Date</b>	

<b>Do you have any feedback on why you'd like to send this back? We are always looking to improve.</b>	<b>Reason</b>

1. Too Small
2. Too Large
3. Product not what I was expecting
4. Changed my mind
5. Ordered more than one size
6. Arrived too late
7. Poor Quality/Faulty
8. Incorrect item