

Johny Todd Ltd - Returns and refunds Policy.

Our policy is based on the information from the [www.gov.uk](https://www.gov.uk/accepting-returns-and-giving-refunds) <https://www.gov.uk/accepting-returns-and-giving-refunds> website

It includes both online sales and sales made in a retail/shop setting.

Returns and refunds - having purchased in a retail setting, such as an exhibition, a craft fair or a 'pop-up-shop'.

Your legal rights: When you buy goods from a business, in law you have a number of rights as a consumer. These include the right to claim a refund, replacement, repair and/or compensation where the goods are faulty or misdescribed.

Our policy: In addition to your legal rights, we also allow you to return goods if you simply change your mind. We offer returns of unused goods to us with the original till receipt within 14 days* and we will offer you an exchange or a credit note.

Further to this:

Our offer of 14 calendar days* to return an item from the date you purchased it if you change your mind applies only to items that are not made specifically to order/a commission, un-personalised, that are not reduced in a sale or reduced in sale due to a known fault.

*(*This is the date when the transaction took place and the goods exchanged hands and normally the date when any money or card payment was processed too.)*

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.

Once we receive your item, we will inspect it and notify you that we have received your returned item.

We will immediately notify you on the status of your refund after inspecting the item and refund any money within 14 days. Any transaction fees that we have incurred in the original sale or the refund process will be deducted from your refund, except where the goods were faulty.

We do not accept returns for items that have been damaged while in the customers possession, or for items which have been used. All items returned will need to be in perfect condition, in original packaging (if applicable) and totally unused.

We do not offer a refund or accept returns if the customer knew at the point of sale that the item was faulty or reduced in price due to a defect.

We do not offer refunds on made-to-order or personalised items unless faulty. After 30 days we will only offer to repair a faulty item, remake a item which is irrevocably faulty, or provide a credit note.

After 6 months, and up to a year, we assume the product is being fully used. Repairs will be charged at our normal rate and a customer will need to prove an item was faulty when they bought it if they ask for a repair or replacement within 12 months of purchase.

If however your returned item is not eligible for return of refund, all postal costs back to you will be chargeable to you. No return shipping can take place until this is paid in full.

Returns and refunds - having been purchased directly from Johnny Todd Ltd on-line, or having been purchased directly from Johnny Todd Ltd via a 3rd party selling site.

Our policy: In addition to your legal rights, we also allow you to return goods if you simply change your mind. Please return the unused goods to us with the original till receipt within 28 days* and we will offer you an exchange or a credit note.

Normally, most items made by Johnny Todd Ltd will be made-to-order and we will work with you to achieve the item you want. We will require confirmation from you during the commission process about the specifics of a product and this will result in a made-to-order item.

Please note: goods that are personalised, bespoke or made-to-order to your specific requirements, and perishable products are non-refundable, unless faulty.

To be eligible for a return, your item must be unused and in the same condition that you received it.

Your item must be in the original packaging.

Your item needs to have the receipt or proof of purchase.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.

Once we receive your item, we will inspect it and notify you that we have received your returned item.

We will immediately notify you on the status of your refund after inspecting the item and refund any money within 14 days. Any transaction fees that we have incurred in the original sale or the refund process will be deducted from your refund, except where the goods were faulty.

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