

REFUND & RETURN POLICY

Last updated March 18, 2024

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may be able to return it to us for a full refund or an exchange. Please see below for more information on our return policy.

RETURNS

We must be notified of all returns within fourteen (14) of the delivery date and all returns must be postmarked within fourteen (14) days of contacting us. All returned items must be in new and unused condition, with any original tags and labels attached.

RETURN PROCESS

To return an item, please email customer service at contact@decorforyourfloor.co.uk to obtain information on how to return your item, then place the item securely in its original or suitable packaging alongside a piece of paper with any contact details and order number, then mail your return to the following address:

CGS (Haverhill) Ltd
5 Boundary Road
Haverhill, Suffolk CB9 7YH
United Kingdom

Please note, you will be responsible for all return shipping charges for non-faulty items. We strongly recommend that you use a trackable method to mail your return.

In the case of faulty or incorrect items, we will cover the costs associated with the return and take care of the logistical aspects, ensuring that you are provided with a return label or that the courier brings one when collecting the item.

REFUNDS

After receiving your return and inspecting the condition of your item, we will process your return or exchange. Please allow us up to seven (7) days from the receipt of your item to process your return or exchange and an additional ten (10) working days for the refund to be back in your account. We will notify you by email when your return has been processed.

EXCEPTIONS

The following items cannot be returned or exchanged:

- Printed or Personalised Items
- Made to measure and cut-to-size items

- Items made to any custom specification

For defective or damaged products, please contact us at the contact details below to arrange a refund or exchange.

Please Note

- We may ask you to send photos of the item(s) you wish to return.

QUESTIONS

If you have any questions concerning our return policy, please contact us at:

01440 709328

contact@decorforyourfloor.co.uk