

Returns Policy

1. Change of Mind Returns

- Accept returns on unused, unopened items within **28 days** of delivery.
- Wall Panels and Ceiling Panels will not be accepted, due to changes in batches.
- Items must be in original packaging and in resalable condition.
- A **20% handling fee** applies to cover admin and restocking.
- Return shipping cost to be borne by the customer.

2. Defective or Incorrect Items

- Report defects, shortages, or incorrect items **within 72 hours** of delivery, with photo evidence.
- For defects, repair, replacement, or refund will be offered. If a return is required, shipping is at customer's cost unless clearly our error.
- Installation before approval may void return eligibility unless authorized by our technical team.

3. Refund Process

- Once returned goods are received and inspected, refunds will be processed via original payment method within **5 working days**.
- If value has diminished due to improper handling, we reserve the right to reduce the refund accordingly.
- Bank transfers require full account details for return processing.

4. Right of Withdrawal (where legally required)

- Customers have **14 days** from delivery to withdraw from purchase.
- Items must be returned in unused condition, original packaging, intact labelling, with accessories.
- Customer pays for return shipping; value reduction may apply if not properly handled.

5. Collection (Optional)

- For bulky or large-volume returns, we may arrange collection (at customer expense) with partner carriers, subject to availability.

6. Contact Protocol

- Returns or defect reports should be initiated via customer service email or portal.
- Include order number, item details, reason for return, and photos (if relevant).