

willowlamp... Returns and Refunds Policy

(This privacy statement should be read in conjunction with the terms and conditions of our website – see section 10 of our terms and conditions)

- All products carry a one-year warranty for electrical faults when used as intended.
- Refunds or returns are not permitted for made-to-order or customized items, in accordance with the Consumer Protection Act.
- Exceptions apply only to goods proven to be defective or damaged in transit. These must be reported within 7 days of delivery. We reserve the right to repair or replace items where appropriate before issuing a refund.
- No additional warranties are implied.
- In rare cases where we agree to a return not related to product quality, a 10% handling fee will apply.
- Any costs incurred (e.g. delivery) are non-refundable. The customer must provide proof of purchase and ensure the product is returned in original condition.