

DELIVERY AND RETURNS POLICY

ORDERING...

On placing an order you will make payment via Stripe. Details of security and data collection regarding this process can be found in our privacy policy. Once your order had been submitted and payment made you should receive an email confirmation of you order. We aim to get all orders packed and distributed for delivery within 3 working days.

We started this venture beginning to source lovely packaging to enhance the customer experience in receiving goods from us but once we began taking delivery of stock we had so much packaging to dispose of that we didn't feel we could justify purchasing new so as part of our endeavour to help the environment we made the decision to reuse packaging. This means that your goods may not be packed in a brand new box every time, but all the packaging is clean and fit for re-use. Inside, your order will be wrapped carefully and we hope it is a delight to open and does not disappoint. We hope you understand and agree with our decision on this. Once deliveries are packed and processed for delivery customers will be able to track their delivery.

DELIVERY...

Please note - We currently only offer delivery to mainland United Kingdom. This may change and we will notify customers and amend this policy should this be the case.

Delivery is currently free for any orders over £30 and is £4.95 for all orders under £30. This will be constantly monitored in line with what courier service is used, to ensure we are as cost effective as possible. We reserve the right to adjust our pricing strategies for deliveries in line with business costings. The delivery costs will be set out at the billing process during ordering, so customers are clear as to any delivery costs being charged.

Some larger orders will require a signature upon delivery and it is up to the customer to make alternative arrangements with the delivery courier if they are not in for that delivery.

We will deliver goods to the address the customer has specified on their order. It is important that this address is accurate. We cannot accept any liability for any lost packages if the customer has entered an incorrect postal address/postcode. We also cannot accept any liability for loss or damage to the goods once they have been delivered in accordance with any specified delivery instructions provided by the customer (unless this has been caused by our negligence). We will aim to deliver the goods by the date quoted for delivery, but delivery times are not guaranteed. If delivery is delayed due to any cause beyond our reasonable control, the delivery date will be extended by a reasonable period.

Any items ordered via back order that are not currently in stock will take longer and we will endeavour to keep the customer informed of expected and actual arrival of the stock items.

We reserve the right to refuse to deliver any products at any time. We will not be liable to the customer or any third party by reason of our withdrawing any product from delivery.

RETURNING...

Once your order has arrived we ask that you check it within 48 hours. We hope your goods arrive safely to you and that you are happy with what you receive. However sometimes this is not the case unfortunately.

We are sorry if your goods arrive to you damaged. Goods that are received damaged will be refunded or replaced (dependant on stock levels); All we ask is that you keep the original packaging and email a photograph to us of the damage with a description.

Your custom is important to us and we want you to be happy with your order from Isary Homeware & Gifts. We work hard to select goods that we hope you will like and try to portray them to the best of our ability on our website. We have done the best to describe our items correctly at the time of them being listed. However, we acknowledge that ordering online does not allow you to see the goods in person before purchasing. If for any

reason you are not happy with your purchase, please return it to us in an unused condition within 14 days for an exchange (there may be a time delay dependant on stock levels) or for a refund of the purchase price including the original postage cost. You are required to pay the return postage cost unless the item received was faulty. Please email us to let me know to expect a return and your feedback would also be valuable so we can ensure we get it right for you and customers in the future. When returning an item please ensure the parcel is packaged adequately to ensure that the goods are not damaged in transit, otherwise we may not be able to exchange or refund you. We recommend that you use an insured, registered delivery service and keep the receipt as we cannot accept liability for goods lost or damaged in transit. Refunds will be processed within 72 hours of receiving the returned goods.