

Terms and Conditions for Wyldwood Willow Shop

Returns & exchanges

I gladly accept returns and exchanges

Contact me within: 14 days of delivery

Dispatch items back within: 30 days of delivery

Order Cancellations

I don't accept cancellations

But please contact me if you have any problems with your order.

The following items can't be returned or exchanged

Because of the nature of these items, unless they arrive damaged or defective, I can't accept returns for:

Custom or personalised orders

Perishable products (like food or flowers)

Digital downloads

Intimate items (for health/hygiene reasons)

Reduced/ sale items

Conditions of return

Buyers are responsible for return postage costs. If the item is not returned in its original condition, the buyer is responsible for any loss in value.