

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 merchandise displayed and sold by willowlamp is subject to stringent quality control standards. Should a customer not be satisfied with any product received within 7 days from date of receipt, willowlamp will endeavour to repair or replace the item in question. If within a reasonable time period willowlamp is unable to repair or replace the item a full refund of all monies paid will be made.
- willowlamp furnishes its goods with a standard 1 year guarantee only and no other guarantees, warranties or representations of whatsoever nature will be made to the Customer by willowlamp in respect of such goods.
- Orders placed are irrevocable once a 50% deposit (enquiry based) or 100% upfront online payment (E-commerce based) has been paid. In the event of willowlamp agreeing to refund monies paid either pre or post-delivery due to circumstances unrelated to product quality or lead times, and If willowlamp agrees to accept return of any goods, the Customer will be liable for a 10% handling charge calculated on the purchase price of those goods. Any services used/applied such as delivery costs will not be refunded. The onus of proof of return and proof of purchase rests with the customer always.
- Change of heart (online payments only): We allow a 5 day cooling off period on online purchases if a customer realises they have made an impulsive decision and regret having made a mistake. After this date no refunds are allowed as the order will be placed in production.