

## **Refunds & Returns Policy**

### Returns & Cancellations

Orders that have not yet been delivered may be cancelled prior to it being dispatched to you by notifying us by email at [sales@sewershop.ie](mailto:sales@sewershop.ie) with the subject 'CANCELLATION REQUEST' in the subject field. A valid order number must be included in any such correspondence.

Any product returns must be brought to our attention by emailing us at [sales@sewershop.ie](mailto:sales@sewershop.ie) within 7 days of product being delivered. All goods must be returned to the specified address within 10 working days of delivery to you.

All returned products must be in its original packaging, in full working order and be in resalable condition as assessed by Sewershop.ie. You must cover the full cost of any returns except in the event of goods being deemed faulty or damaged. Unwanted goods will incur a stock return charge of 10% of the total product value to a minimum value of €10.

### Refunds

In the case of returned goods being deemed faulty, damaged or incorrect by Sewershop.ie then a refund for freight costs up to a maximum value of €10 will be provided after we receive a valid freight receipt from you.

Sewershop.ie reserves the right to nominate the carrier for any returns by you. Where faulty or damaged goods are returned to us we reserve the right to carry out authorised repairs and return the product to you at our expense.

Where we agree to replace faulty products we will dispatch a replacement product to you as soon as is reasonably possible. Any refunds will be issued within 30 days of receipt of the returned product. Refunds will be made on the same credit card or debit card that you made initial payment on only.