

SHIPPING



UK Delivery

All UK orders will be sent out Monday to Friday (except on Bank or public holidays). As all items are handmade to order, please allow up to five working days for deliveries to be sent out. During busy times, this may be slightly longer.

All items will be sent out via Royal Mail tracked mail and a signature will be required upon delivery. If you have any queries, please contact me at huis.homewares@outlook.com.

International delivery

Please contact me at huis.homewares@outlook.com if you are interested in placing an order from overseas to discuss delivery.

Terms of delivery

We will arrange delivery of the Product(s) to the delivery address you have detailed in your Order, but we cannot give an exact or guaranteed delivery date.

If we have not delivered the Product(s) to you within 30 (thirty) days of the date of the Contract, or any other date that we may agree with you, then you may cancel the Contract and we will refund any money paid by you.

Ownership of the Product(s) will pass to you on delivery.

Damaged or Defective Product(s)

We do not offer any warranty or guarantee on our Product(s).

You should inspect the Product(s) when you receive them for defects or damage. If you find a defect or damage, contact huis.homewares@outlook.com as soon as possible with your Order reference number to hand.

If the Product(s) are found to be damaged upon delivery to you, or defective (through no fault of your own), we will repair or replace the Product(s) or refund the price paid by you, including any delivery charges you paid, provided that you have not used and damaged the Product.

Delivery charges

UK Delivery: all items will be sent using the Royal Mail tracked and signed for service. A standard charge of £5 will be charged for orders of cushions. For smaller items, the charge will be £3.80.

International delivery: please contact me at huis.homewares@outlook.com to discuss delivery outside of the UK. Delivery costs for Europe and the Rest of the World will be charged at £10 per order.

EXCHANGE & RETURNS

Terms and Conditions

Any products purchased via the HUIS Homewares website or via email can be returned for an exchange, provided you have proof of

purchase (such as a print-out of the email order confirmation).

All requests for an exchange must be received within 14 days of receipt of the goods, unless the goods are faulty or have been sent in error. You will not be refunded the postage unless the item is faulty.

Items must be unused and returned in the original packaging and in re-sale condition. All requests for an exchange must be made in writing to HUIS Homewares at huis.homewares@outlook.com in order to process the exchange.

We do not offer refunds at this time unless goods are damaged or defective, as described in the Shipping Policy above.

How do I return the goods?

You must take reasonable care of the goods whilst in your possession and they must be returned promptly to 49 Ashen Grove, London, SW19 8BL. Returns made to an incorrect address will not be exchanged.

If you are using a postage service, we advise that you get proof of postage from the Post Office. When returning the goods for an exchange, the customer will bear the costs of return. If the item is being returned because it is faulty, the postage costs will be refunded to the customer. In this instance, please include proof of postage costs in the returns parcel.

Please include with the goods your full contact details and a note stating the reason for return.

Returning goods from overseas?

If you have purchased something from us and you live overseas, you, the customer, will be liable for all and any duties and taxes when you return the item. HUIS Homewares will not be liable for any costs for returned items.

What are excluded from refunds and exchanges?

Certain items are not covered by this returns policy, and are non-returnable and non-refundable, such as personalised items that are specially made, or ordered in accordance with your customised specifications.

Any goods that have been personalised in any way will not be accepted as a return.

If you need to return a bespoke item that was made to order, or personalised in any way due to a fault, or because it has not been reasonably made to the specification given by you, we will re-make a new item to the correct specification.

Exchanges

If you wish to exchange any goods purchased, please contact huis.homewares@outlook.com.

Returns of any items received as a gift

If you received the product as a gift, and do not have proof of purchase, you will be offered an exchange up to the amount of value of the goods you wish to exchange.