



Greenvale Cottage, Crow Road, Fintry G63 0XG  
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**Returns form:**

We hope you will be delighted with your order, but if not please get in touch or use this form, enclosing it with your order, and return it to the above address

<b>Customer's name:</b>
<b>Customer's address:</b>

Date of order	Order reference	Items to return	Items to exchange	Item value

<b>Reason for return: Please tick any relevant</b>			
flawed / faulty / damaged		damaged in transit	
colour not as expected		wrong item(s) sent	
quality not as expected		don't like it	
size not as expected		changed my mind	
it doesn't suit me		didn't arrive in time	
<b>other feedback</b> – please tell us.			
<b>Where did you hear about us?</b>			

## Returns

My artwork and scarves are made with love and dedication to quality, and I hope you will be happy with your purchase. If your order is flawed or damaged, or you are not entirely satisfied with your purchase for any reason, please let me know within 14 days of receipt, including your order reference number and reason for return.

Any damages incurred to goods during transit must be reported to the seller within 7 days of arrival. Please send us a photo of the damaged goods as well as the packaging. If the packaging was damaged in transit, please include all the original packaging enclosed in new packaging when you return your order.

Returns will be refunded (excluding the original cost of postage) if returned unused, undamaged, with labels still attached and in the original packaging. Please pack returns with the same care we do, and keep your proof of postage.

Please use a trackable shipping method. Customers are responsible for return shipping costs and risk.

Returns should be made within 30 days of receipt of goods.

If an item is not returned in its original condition the buyer is responsible for any loss in value.

Refunds are typically processed within 7-10 business days of receipt and will be issued to the original form of payment.

If you have any questions or concerns about shipping or returns, don't hesitate to get in touch with us.

Please send returns to: Katherine Cowtan, Greenvale Cottage, Crow Road, Fintry, Glasgow G63 0XG.

**Local collections and delivery** If you live locally and would like to collect work from my studio or for me to deliver it to your home, please contact me.

## International Shipping

Rates and delivery times may vary by country. Please contact us for a quote. Orders dispatched to addresses outside the UK may be subject to additional costs for customs duties or taxes by the relevant country or state. It is the sole responsibility of the customer to pay these.

Cost of International returns are the responsibility of the customer, including insurance and any customs duty incurred by the seller. Appropriate paperwork on the outside of the packaging must clearly state the goods are returned, for customs declaration.