

## Returns policy

Fig Tree Home Fragrance returns policy is governed by the Consumer Contracts Regulations that came into force on 13 June 2014: This states that customers have 14 days after the day on which the goods come into the physical possession of the consumer or the person that he/she asks you to deliver the goods to, to cancel their order.

We can only accept returns on unopened and unused goods in their original packaging and undamaged that you have purchased from Fig Tree Home Fragrance. Goods that arrive with us in an unsaleable condition will not be refunded.

The original postage costs will be refunded when returning an item. However returns postage will not.

Returns will be processed by us within 7 working days of receiving the returned items. We will notify you once we've received and inspected your return. If confirmed you will be automatically refunded on your original payment method.

Returns must be sent to the following address: Returns, Fig Tree Home Fragrance, 10 Shenton lane, Dadlington, Nuneaton, Leicestershire, CV13 6JD. Please email on [figtreehomefragrance@gmail.com](mailto:figtreehomefragrance@gmail.com) before returning to let us know the reason for your return.