

---

## INFORMATION ABOUT RETURNS

---

We aim to make buying from Urban Cottage Industries as simple and risk-free as possible. Get in touch with us by email ([hello@urbancottageindustries.com](mailto:hello@urbancottageindustries.com)) or telephone (0207 193 2119) for more information about returns, if you are unhappy with the goods or service you have received, and for after-sales support and assistance.

We remind you of our duty to supply goods which conform to the contract. Most importantly, the goods we supply must be: (a) as we have described them, (b) of satisfactory quality and (c) fit for purpose. If we breach these terms you may have the right to cancel the contract and return the goods to us for a refund.

In addition to these rights, Consumers (people acting for purposes which are wholly or mainly outside their trade, business, craft or profession) have additional rights under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

If you are a Consumer, the Regulations give you 14 days to cancel the contract from when you receive the goods. We go further than the minimum by extending the cancellation period to 28 days. We cannot guarantee to accept returns outside the 28 day period or of goods made to your specification or of used goods, but please get in touch and we will try to assist.

If you do have the right to cancel this contract, you can do so without giving any reason. The cancellation period expires 28 days from the day you receive the goods.

To cancel the contract, you must notify us within 28 days of when you receive the goods and then post the goods within 14 days of notifying us that you are cancelling the contract. You are responsible for the cost of returning the goods to us. We will refund you as soon as possible and in any event within 14 days of receiving the goods. Unless agreed otherwise, the refund will be by the same means as you made payment. We will not impose any fee or charge to refund you.

If you are a Trader (a person acting for purposes relating to your trade, business, craft or profession), we may at our discretion accept the cancellation of the contract for stock items and goods made to your specification. If we accept cancellation in relation to some or all of the goods, we may impose a reasonable charge to cover handling and re-stocking.

---

## HOW TO RETURN GOODS

---

1. Highlight the item(s) you are returning and include this form with the return.
2. Carefully and securely package the items you are returning, preferably using the original packaging.
3. Attach the address label provided to the outside of the package or use the address:  
  
Urban Cottage Industries - Returns  
Old Trouser Factory  
Greenhill Industrial Estate  
Hebden Bridge  
HX7 5QF
4. Send the package to us using a trackable or recorded delivery service.
5. Reason for returning the item(s) - optional, but it helps us to improve if you tell us why you are returning the goods:

.....  
.....