

Buying Made in Wales natural products

Payment

You can purchase our products using Paypal online where you can also pay using a debit or credit card to purchase goods.

If you do not wish to use the Paypal method, you can telephone and arrange payment by internet banking, through your high street bank or by cheque through the post.

Postage

Postage and packaging are included in the price of each product for items despatched within the UK. The products will be posted within 7 days of purchase. Postage and packaging to Europe and worldwide will be charged for and prices for postage will be added at checkout depending on where in the world you are.

Returns and refunds

The items are sent in perfect condition. We will not accept the return of damaged goods.

If you are unhappy with your purchase however, we will accept an exchange or return. Please return goods in perfect condition and in the packaging that the goods were originally sent in and in a secure manner. When returning your goods, we advise that you sent back with recorded delivery. Please bare in mind that we cannot normally replace with an identical item as each item produced at Made in Wales is unique.

Refunds will be given on the following basis:

Where you have validly returned a product as above, we will refund the full amount paid by you for the product, including the cost of delivery to you, and reimburse the reasonable cost incurred by you in returning the product.

Where you have validly returned a product to us because it is defective or for some other reason for which we are responsible, we will refund the full amount paid by you for the product, including the cost of delivery to you, and reimburse the reasonable cost incurred by you in returning the product.

Where you have returned a product in circumstances other than those listed at (1) to (3) above (which includes rejecting a defective product more than 3 months after receipt), any refund will be at our discretion.

Please note that for products bought as presents, refunds can only be given to the original payer, and if you decide to exchange an item, we cannot prevent the original payer from being aware of the exchange.