



Helen's Trust Return Policy

We are confident of the quality of our products, however if you need to return under exceptional circumstances, please make sure the below applies:

- Return your items to us within 7 working days after the day on which the goods are delivered.
- If found to be a manufacturer's fault we will repair, replace or refund. Please note postage costs will not be refunded. You (the customer) are responsible for the return shipping charges if you are returning items because you have changed your mind, and we will not refund your original delivery charge.
- Items must be returned to us unused and boxed as new in the original packaging. Returned items must not have any signs of abuse or intentional damage.
- Please include your contact details and a note stating whether you require a refund or exchange for another item.
- Refunds are usually processed within a few days of us receiving the goods back. Please allow a further week for the amount to show on your account. Sorry if this seems a little long but the time frame is dictated by your bank or card issuer and we have no control over it. We will refund you by the same method as payment (i.e. same card, Paypal)

If you think the item you received is faulty or have any other questions please get in touch via email administrator@helenstrust.org.uk or give us a call on **01629812759**.