



w: www.sewandstow.co.uk

e: erica@sewandstow.co.uk

t: 07967 964347

Thank you for buying Sew & Stow

Our Returns Policy

We are proud of our product and are sure you will be happy with your Sew & Stow. In the event of a problem, we will endeavour to resolve it to your satisfaction as quickly as possible. We want you to be a happy Sew & Stow customer.

Eligibility for Refunds and Exchanges

We offer refund and/or exchange within the first 21 days of your purchase in genuine circumstances.

If 21 days have passed since your purchase, you will not be offered a refund and/or exchange of any kind.

Your item must be unused and in the same condition that you received it.

The item must be in the original packaging.

Exchanges

We will normally replace items if they are defective or damaged.

If you need to exchange it for the same item, send us an email at erica@sewandstow.co.uk and we will arrange collection.

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item and outline the next steps.

If an exchange or refund is approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment.

Late or missing refunds

If you have not received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted.

If you have done all of this and you still have not received your refund yet, please contact us so that we can resolve the issue.

Shipping

Please do not send the product back to Sew & Stow. We use a fulfilment company and they will arrange collection and sending a replacement, if appropriate.