



## **BEECHE Returns Policy**

We offer a fair good returns policy at BEECHE, if you are not 100% happy with your purchase we promise to refund or exchange any item if returned unused, with tags attached and in its original packaging within 30 days from the date of purchase.

Returns should be sent to:

BEECHE  
High Elms County Park Office  
Shire Lane  
Farnborough  
Kent, BR6 7JH

If you're not happy we will do our best to provide a replacement or offer you a refund. We want to ensure you are completely satisfied with your purchase, and offer this guarantee in good faith.

### Returns during Sale

We are very happy to give our customers free returns over 30 days most of the time. However purchases of sale items do not qualify for free returns and need to be returned within 7 days of receipt.

**Q. What happens if I change my mind about an item?**

A. No problem. As long as the product has not been used or damaged and still has the tags attached let us know if you would like an exchange or a refund.

**Q. Can I return goods if I have removed the tags?**

A. I am afraid not, goods need to be returned to us with these attached as originally packaged.

**Q. What if I want to exchange my item for something cheaper or more expensive?**

A. If it is cheaper we will refund the difference onto your original method of payment and if it's more expensive we will ask you to pay the difference.

**Q. I have lost the original returns paperwork, what can I do?**

A. That's no problem if you could just pop a note in with your returned goods with as much information as possible we will sort that out for you. If you could put a phone number on your note if we need further information we will give get in touch.

For more information about distance selling regulations visit [www.hmso.gov.uk/si/si2000/20002334.htm](http://www.hmso.gov.uk/si/si2000/20002334.htm)