

RETURN/EXCHANGE POLICY

Most of our items sold can be returned; returns should be made 7days from the date of RECEIPT for an exchange (subject to availability) or a refund. For hygiene purposes, earrings may not be returned.

Please call +44(0)7456672380 or email hello@folkshelf.com BEFORE sending the goods.

Folkshelf will not accept attempts to obtain a refund on goods which have been used or worn, washed or damaged after receipt, should this be the case, may terminate the contract with you. Your refund will be processed within 14 days of receipt of the returned goods.

Before you complete your order...

We want to make sure you do not have to return your purchase, but more importantly we would hate to see you dissatisfied. Ensure you take a look at our size guides and measurements of items to make sure that you are ordering the right size. If you have any queries about the sizing, do not hesitate to contact us, we're always happy to help.

We would also like to remind you that although we endeavour to depict the true colour of the products in our images, there may be some variation in the way different colours are depicted on different computer monitors, which is totally out of our control.

Also, because some of our products are hand-dyed and hand-made, there may be slight variations in the print patterns and dimensions we have described, but nothing that would cause big variations in the original concept. Please bear this in mind when placing your order.

ORDER CANCELLATION

If you haven't submitted an order, you may clear the items in your shopping cart at any time by clicking the 'Remove' button next to the product you don't want.

If you have placed an order but then wish to change or cancel it, please contact us via hello@folkshelf.com / +44 (0)7456672380 within 24 hours from when you placed your order.

We will try our best to make any changes but we cannot guarantee that we will be able to do so as the order may already have been processed. In such cases, you may have to wait until you receive the order and then follow the normal Returns procedures (see Returns Policy).

Once we've heard from you that you wish to cancel an order, any sum debited to us from your credit or debit card will be re-credited to that credit or debit account within 14 days of your order, provided the goods you return are in the same condition that they were when despatched to you. You will be liable to any charges incurred when returning the goods to Folkshelf, unless the return is as a result of an error on our side.

CUSTOMER SERVICE

Please contact us if you have any queries. We love improving our services, so don't hesitate to drop us an email.

CUSTOM ORDERS

Contact us for any custom orders. We look forward to creating what will work for you.