



Returns Form

Your Name	
Your Postal Address	
Your Registered Address (if different)	
Your Contact Telephone Number	
Your Email address	
Item to be returned	
Order No Reference	
Date of Purchase	
Reason for return	
Return / Exchange / Refund	
Exchange Details	

9 Salisbury Street, Shaftesbury, Dorset SP7 8EL

07931 949563

coleandcoboutique@gmail.com

www.coleandcoboutique.com

Terms and Conditions

V Cole Investments Limited (trading as COLE & CO Boutique) is dedicated to providing you with exceptional customer care and service. Any query should in the first instance be sent via email to coleandcoboutique@gmail.com.

Prices

The price of goods quoted on our website include VAT.

The cost of packaging and postage/carriage is shown separately and will be quoted and payable separately from the price of the goods.

All published prices are subject to change at any time without notice.

Ordering Goods Online

You guarantee to us that all information which you are required to provide when ordering goods online is accurate and complete in all respects at the time of the order and that this information relates to you/the person placing the order and not to any third party.

When an order is made online, the order confirmation issued by the company clearing the credit/debit card payment does not constitute acceptance of your order by us. We reserve the right to check any discrepancies and an order will only be confirmed when it is verified by us. Many of our items are unique and will depend upon stock availability.

Any error in any ordering process due to technical or other reasons beyond our control entitles us not to treat the order as being binding on us.

Privacy

When placing any order with us you will have to provide personal information including your name and address. We will not disclose that information to any third party without your consent except for the purpose of processing the order and arranging delivery.

Payment

Payment for goods and the cost of packaging and delivery must be received in full before the goods are delivered.

Payment online must be made by credit or debit card.

Delivery

We will give you an estimated delivery date for your purchase but no times or dates provided by us are guaranteed.

We will package your purchase and we will decide on the method of delivery either by post, courier or otherwise.

You must notify us promptly and in any event within 48 hours of receipt of any goods if they appear to be damaged in transit. In those circumstances, you must also keep all packaging as this may be required when making a claim.

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Returns

If you wish to return an item then you should email us at coleandcoboutique@gmail.com to notify us of the return within 7 working days of receiving the goods. You should make it clear if you require an exchange or refund for the item. See our Delivery & Returns section on our website to download and print our Returns Form.

Any items returned without prior notice in writing will not be accepted.

You must take reasonable care of all goods in your possession and return them to us, appropriately packaged to avoid damage, within 7 days from the delivery date. We reserve the right to arrange collection, in which case you will be responsible for collection charges.

We will refund the purchase price to you within 30 days of notification of return but we reserve the right to charge a restocking fee and any other costs we incur in connection with the return of the goods.

In the case of goods which are made and supplied to your specification or which have been personalised or altered in any way for you, you will not have the right to cancel the contract. This also applies to anything that has been ordered in that is a one off specifically ordered by you.

All items should be returned in their original packaging to ensure they are adequately protected in transit. Jewellery and accessories boxes, shoe boxes and bags, etc should also be protected as they are considered part of the product, and your return may not be accepted if the box or bag is damaged.

Items should be returned new, unused, and with all the COLE & CO Boutique labels and the designers packaging. Returns that are damaged or soiled may not be accepted and may be sent back you.

Faulty Goods

Goods are classified as faulty if they are received damaged, or where a manufacturing fault occurs within six months of purchase. Please note that items that are damaged as a result of wear and tear are not considered to be faulty. If you would like to exchange a faulty item, please be aware that we can only replace it for the same product in the same size, subject to availability. Where possible, we will offer to repair faulty items.

Late Returns

Goods returned outside of the above time frames will not be accepted and will be returned to you.

eGift Cards

Currently our eGift Cards are not applicable to any refund.

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