



The Butterfly Hospice Trust On Line Shop Returns Policy

If you wish to return or exchange your goods please let us know, within 14 days, by emailing enquiries@butterflyhospice.org.uk

You are able to return your goods for up to 28 days after the purchase date.

To be eligible for a refund or exchange, your item must be in the condition it was received and within the original packaging. All items will be inspected upon their return.

You will be responsible for the cost of the returns, with the exception of returning faulty goods, as assessed and approved by The Butterfly Hospice Trust.

Refunds will be processed within 14 days of receiving a returned item. The amount to be refunded will be credited to the card used to purchase the item.