

Returns Policy of Shawbury Garden Centre - Online and Telephone Purchases

We hope you will be pleased with any goods that you purchase from Shawbury Garden Centre, however, if for any reason you are not happy with your purchases and you are a private (non-business) customer you can return them to us, under the terms of the Distance Selling Regulations and receive a full refund or exchange item.

For further information, you can call us on 01939 251315, email info@shawburygardencentre.co.uk or write to us at:

Shawbury Garden Centre
Edgebolton
Shawbury
Shrewsbury
Shropshire
SY4 4EL

Return of Unwanted Goods

You are able to return any item purchased from us provided you contact us within seven days to advise us that you wish to do so. You will be required to pay the cost of returning the item to us. Your refund will be for the full amount of the goods including the original delivery charge.

You should notify us of your intention to cancel by email or post to the address shown above. Although you can telephone us to discuss cancellation, the actual notification does have to be made in writing.

You have the right to examine the goods to ensure that they meet your needs, however, if you wish to return them to us, you have a **statutory duty** to take reasonable care of the goods while in your possession and also to ensure that they are packaged sufficiently to avoid damage in transit.

Return of Damaged or Defective Goods

Should your goods be delivered to you in a damaged or defective state, then you can return them to us. Once we have received the goods, we will issue you with a full refund or exchange item.

Return of Incorrectly Delivered Goods

In the event that we deliver the wrong items to you, we will of course arrange for a refund or exchange and you will not have to pay the cost of returning the goods to us.

Statutory Rights

Your statutory rights are not affected by any of our policies.