

Exchange & Returns

All items should be returned to us, unused and unopened within 14 days of receipt. In addition for goods bought online, you have the right to cancel your contract under the Consumer Contracts Regulation Act 2013.

Nothing in these terms and conditions affects your legal rights as a consumer in respect of products which are faulty or not as described. Advice about your legal rights is available from the Citizens' Advice Bureau or Trading Standards.

Items may be returned to Absolutely Shaw Ltd by post (UK only). Except when returning faulty goods, returns outside of mainland UK are at your cost. In the case of faulty goods, we will also refund to you any reasonable costs of returning the product where these have been incurred, which for the avoidance of doubt will be at the prevailing Post Office rate of second class postage or local equivalent.

Items should be returned to us at Absolutely Shaw Ltd., Eastgate Farm, 7 Skipsea Road, Beeford, East Yorkshire YO25 8AL.

All items should be returned to us in the same condition in which they were received by you. Items should be returned with original packaging. All products are returned at your own risk. Please make sure that you obtain a 'proof of posting' from your Post Office or despatch agent.

We examine all goods returned to us and will process any refund to which you may be entitled as soon as possible. We will contact you as soon as possible if there is an issue with your return that may prevent or delay a return or exchange from being processed.

Refunds are usually processed using the same method originally used by you to pay for your purchase.