

# RETURN POLICY

*Last updated 4<sup>th</sup> august 2023*

Thankyou for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for a full refund or an exchange. **Customised items are unable to be returned**, please see our policy below for further information.

## RETURNS

All returns must be postmarked within 14 days of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached.

## RETURN PROCESS

To return an item, please email customer service at [customerservice@square-fish.co.uk](mailto:customerservice@square-fish.co.uk) to obtain return number. After receiving the return number, place the item securely in its original packaging and add your name and address to the return, then mail your return to:

### **Square Fish Returns**

**(Return Number)**

11 Cypress Close

Evesham

WR11 1YX

***Please note that you will be responsible for the cost of shipping. We strongly recommend that you use a trackable method to mail your return.***

## REFUNDS

After receiving your return and inspecting the condition of your item, we will process your return or exchange. Please allow at least 5 days from receipt of your item to process or exchange. We will notify you by email when your return has been processed.

## EXCEPTIONS

Please note that customised items cannot be returned refunded or exchanged.

## QUESTIONS

If your have and questions concerning our return policy, please contact us at:

[customerservice@square-fish.co.uk](mailto:customerservice@square-fish.co.uk)