



## **ONLINE RETURNS**

Here at Gillies Fabrics, we wish for you to be happy with your purchase.

If you wish to return any item you have purchased on-line, please notify us by email within 14 days of receipt of the goods. Please include your order reference or invoice number and the details of the item(s) you wish to return. We will respond to your email as soon as possible with information on how to return your item(s) to us.

Please note that the item(s) should then be returned to us within 14 days of your email request, at your expense. We would recommend that you return items via tracked post to ensure they arrive safely. Upon receipt we will refund the value of the returned item(s) back to the payment card used at checkout. If you return a complete order will refund the delivery cost too. Delivery costs will not be refunded if only part of your order is being returned to us.

It is important that any returned items are returned in a re-saleable, new condition. We expect this to mean that they are undamaged and unused. Please ensure all original packaging and product labels are intact on the product.

If the return is a result of our error, we will also refund the cost of return postage.

Once we are in receipt of the returned items, we anticipate that you will receiving a refund within a week.

## **NONE RETURNABLE ITEMS**

Please note that we are unable to accept returns, exchanges or cancelations of custom orders.

This would include lengths of products such as fabrics, trims and other measured haberdashery items. These are cut to the length that you require from a larger roll of stock and therefore are classed as custom cut or made products.

Also included are reels and skeins of thread.

Please note we are happy to match threads to the fabric you're ordering.

## **RETURN OF FAULTY ITEMS**

We inspect all products that are sent out. In the unlikely event that goods are faulty or reach you in an unsatisfactory condition, please notify Gillies Fabric by email ASAP or within five days at the latest of receiving the goods. We will arrange a replacement ASAP.

For all return enquiries please email [sales@gilliesfabrics.co.uk](mailto:sales@gilliesfabrics.co.uk)