

REFUND POLICY FOR THE CROSSROADS MANX WORKSHOP

You know the layout of your property better than we do, so please ensure that any Workshop items that you would like to purchase will fit into the desired space prior to placing your order.

Please note that we can only deliver to an accessible ground floor level and lift to chest height, therefore please be mindful of the widths of driveways, gateways, and pathways as well as steps, walls, tight corners, and any other obstructions that may hinder or make access difficult or not possible. Likewise, if you are transporting the purchased item(s) yourself, please take note of the access and the space you have available.

REFUNDS

We are happy to exchange or refund purchases within 14 days of delivery of online or telephone orders. All items must be returned in a new and unused condition within 14 days. Refunds will be made by the same method as your original payment.

All instore purchases may be exchanged within 14 days or credit note given. Items must be in a new and unused condition.

Personalised items are non-returnable unless faulty.

Sale items purchased as damaged or faulty are non-returnable.

Should your purchase not fit into the space as planned or you simply change your mind, no refund or exchange will be given.

Delivery charges are non-refundable. However, if you choose to collect your items and cancel the delivery, then a refund will be made providing that we have not already attempted to deliver.

The customer is responsible for the cost of returns. To help with this, we offer a collection service charged at the prevailing area delivery cost.

This policy is offered in addition to your legal rights.

If you have any questions, please contact us on 01624 620149 or manxworkshop@crossroadsiom.org.