

Refund policy

We will exchange or refund the price paid for any item bought from a Tŷ Hafan shop if it is returned within 14 days of purchase. This is subject to the following conditions:

- **You must provide proof of purchase (till receipt)**
- **You** will be asked to provide your name and address to help combat fraud and satisfy audit requirements. This data will not be used for marketing, unless you have opted into this separately
- Any items returned must have a Tŷ Hafan pricing label still attached to them
- All refunds will be provided using the same method of payment as the purchase. If the purchase was made using a credit / debit card, the same card must be used for the refund
- We are unable to refund or exchange items ordered from the internet or any other departments. A separate policy applies to these area
- We reserve the right to refuse an exchange or refund without proof of purchase

This policy is in addition to your statutory rights.