

Willow Alexander Shop Returns & Refunds

Thank you for your purchase. We hope you are happy with your purchase. If you are not satisfied, please see below for Willow Alexander's return policy.

Returns & Refunds:

Orders that have been returned by the courier for the following reasons will be refunded for the product but not the shipping charge.

- Orders haven't been collected
- Orders have been refused
- Orders have an incorrect address

Refunds are processed within 72 hours and will show in your account within 10 working days.

Please notify shop@willowalexander.co.uk before returning a product to ensure the product is returnable. Please note for hygiene reasons, not all products will be returnable.

We accept returns within 14 days from the date of delivery for a full refund.

Willow Alexander have the right to accept a product return in placement of store credit for the consumer to use within 6 months.

If an item is returned damaged by the consumer, used or worn; Willow Alexander hold the right to refuse the refund. A refund will not be processed if the consumer has bought a faulty good with knowledge of the fault.

Any sale items are not returnable for store credit or refundable.

All refunds will be returned to the original payment method and cannot be changed.

The consumer must pay for return parcel prices. Please note all returns must be tracked and all tracking information sent to shop@willowalexander.co.uk; including the full name, full address, tracking ID, courier and original order number.

Delivery Addresses

If the delivery address is entered incorrectly by the consumer, Willow Alexander hold no responsibility for the mistake. Parcels must be returned to us before a refund is processed. Please note if the parcel is delivered to the incorrect address incorrectly entered upon purchase, Willow Alexander hold no responsibility or liability to process a refund.

If you have any queries regarding your order, please email shop@willowalexander.co.uk. The email must include all order details including your order number, full address and full name.

A member of the team will get back to your request within 72 hours excluding weekends.

Allergic Reaction Policy:

Willow Alexander hold no liability for any allergic reactions to any product.

Possible cross contamination – The following potential allergens may have come in contact with your order/ product in transport, packing or production: Gluten, Oats, Wheat, Peanuts, Soya, Milk, Nuts, Sesame, Sulphur Dioxide.