



PERIDOT • STUDIOS

Peridot Studios Returns and Refund Policy

Returns

Money Back Guarantee

We are extremely proud of the quality of our products and our high level of service and we hope that you'll be absolutely delighted with ANY ORDERS you place with Peridot Studios. If for ANY REASON you should have the need to return an item to us for a FULL REFUND WITHIN 6 MONTHS of order placement. This applies to all orders, including personalized items.

If you do not like the items you have received or ordered incorrectly

Please return them to us within 6 months of receipt. Please enclose a copy of your invoice indicating the items being returned, we will be happy to refund you for the returned items. If you are returning a full order, we will also reimburse the full order value including the delivery cost as well. You do need to cover the cost of the return and obtain a free proof of postage from the Post Office so that you can make a claim against them in the event of the goods being lost in the post.

If you ordered incorrectly and need a replacement

This will be regarded as a new order and as such should be made through the website in the usual way which will include postage and packing at the standard rate. Please return the incorrect item as stated above.

If the items have arrived damaged or an incorrect item has been sent:

Please contact us by email within 7 days. We will replace or refund for the damaged goods as required. We will also pay the normal First Class/standard parcels cost of returning your goods. Do not return damaged goods without contacting us first. Postage will not be refunded on faulty goods returned without prior notification. Any shortages/discrepancies must be advised within 7 days of receipt of your parcel. We therefore advise that you check your order on receipt as we cannot investigate shortages after this time. On the rare occasion that an order is dispatched with an out of stock item, this will be advised on your invoice and will follow once back in stock.

Refunds Policy

Refunds will be made within 14 days of us receiving the returned goods. The payment method of the refund will be as per the original transaction e.g. via the debit / credit card by which the original transaction was made. The refund will include the cost of the original postage for delivery only if the full order is returned to us. If you are returning due to the goods being faulty or incorrectly picked we will also reimburse the cost of returning the items to us.