**T E R M S & C O N D I T I O N S**

**Key Terms**

When buying an item, you agree that: (i) you are responsible for reading the full item listing before making a commitment to buy it: (ii) you enter into a legally binding contract to purchase an item when you commit to buy an item and you complete the check-out payment process.The prices we charge for using our services / for our products are listed on the website. We reserve the right to change our prices for products displayed at any time, and to correct pricing errors that may inadvertently occur. Additional information about pricing and sales tax is available on the payments page.

**Refund & Returns**

Our policy lasts 14 days. If more than 14 days have gone by since your purchase, unfortunately we cannot offer a refund or an exchange.

To be eligible for a return, your item must be unused and in the same condition as you received it. It must also be in the original packaging.

For any undamaged product, simply return it within 14 days of the date you receive the product, and we will exchange it or offer a refund based upon the original payment method.

**Exchanges**

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at [laura\_r\_addy@yahoo.co.uk](mailto:laura_r_addy@yahoo.co.uk) and send your item to Mulberry Melts, 18 Mulberry Close, Eastbourne, East Sussex, BN22 0TU.

**Sale Items (discounted products including Fab but Flawed)**

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

**Shipping**

To return your product, you should mail it to Mulberry Melts, 18 Mulberry Close, Eastbourne, East Sussex, BN22 0TU. If you are retuning an item, you should consider using a trackable shipping service or purchasing shipping insurance. We don’t guarantee we will receive your returned item.

You will be responsible for paying your own postage costs for returning your item. Postage costs are non-refundable. If you receive a refund, the cost of the return shipping will be deducted from your refund.