**Refund Policy**

**Mumadora Craft Supplies**

**Returns**

The Mumadora returns policy lasts 30 days. If 30 days have passed since your purchase, unfortunately we cannot offer you a refund or exchange.

Only the person who purchased the item(s) can return the items as we require proof of purchase. Please note that postage is at your own expense and we advise that you obtain proof of postage.

**Refunds**

To arrange a refund, you must email [info@mumadoracrafts.co.uk](mailto:info@mumadoracrafts.co.uk) within 14 days of delivery with your name, order number and details of the item(s) you wish to return and why. Please DO NOT return an item without contacting us first.

Once your returned items have been received and inspected, we will send you an email to notify you that we have received your returned item. On this email we will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 14 days.

**Exchanges**

I only replace items if they are defective or damaged. If you need to exchange an item please email info@mumadoracrafts.co.uk - please do not return your item before contacting us.

**Sale items**

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

If you have any further questions or queries, please email [info@mumadoracrafts.co.uk](mailto:info@mumadoracrafts.co.uk)