

RETURNS, EXCHANGE & REFUND POLICY

09.03.2022

Returns & Exchanges

Our returns and exchanges policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

We only accept returns and exchanges of made-to-order products (Little Wandle Word Card Storage Tray) when they are damaged or defective upon delivery. If this has happened, we do apologise.

To complete your return and exchange, we require notification sent to hello@phonicsstorage.com quoting your order date, order number, reason for return and photos of any damaged goods received within the 30 days of receiving your products.

Returns should be sent directly to the manufacturer:

Unit 13-14 Shaw Park
Silver Street
Moldgreen
Huddersfield
HD5 9AF

We recommend sending the return via recorded delivery with proof of postage. Buyers will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary. Where possible, we will notify you by email of updates relating to your exchange.

Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund via email.

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 28 days. This is due to the made-to-order manufacturing process.

Late or missing refunds

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at hello@phonicsstorage.com.