

Shipping and Returns Policy

This policy refers to all items within our collection.

Order Placement

- Product supply orders: You will receive an order confirmation once you have purchased your item. Once the order has been despatched, you will receive an email with the shipment tracking details.
- Digital Downloads: You will receive an order confirmation once you have purchased your item. You will receive a second email containing the link for you to download your guide.

Cancellations

- Product supply orders: We are only able to accept cancellations for physical product orders within 2 hours of the order being processed.
- Digital Downloads: We are unable to accept cancellations for any digitally downloaded products.

Delivery

- We currently only ship within the UK.
- Our preferred couriers, Royal Mail, will notify you of a one hour time slot on the morning of delivery.
- All items will be despatched using a 48 hour tracked service.
- The delivery charge is £4.99 per product.
- Orders for Northern Ireland may take up to 3 days for delivery.

Returns, Refunds and Exchanges

The returns and refunds policy applies to product supply orders only.

Returns are accepted within 14 days of delivery.

Items must be:

- unused with the product label still attached
- wrapped back in the original packaging, and
- in a resaleable condition (as new)

Please complete the **Returns Form** found in the delivery package and place the completed form with the item being returned.

- After inspecting the returned product, refunds are processed to the original payment method within 5 - 10 working days
- Customers are responsible for the cost of returning the product

Exchanges are possible, however they are subject to stock availability. To exchange your product, please email us at hello@hemptonhouse.com.

Damaged Items

If the product arrives damaged, please email us at hello@hemptonhouse.com with your order number and images of the damaged product.

You have 3 working days from receipt of order delivery to notify us of products which have arrived damaged.

We will respond to your email with return instructions.

Please note, refunds are not available on digital downloads.