

MERCHANT & MILLS

HOUSE

RETURNS POLICY

We hope that you're happy with your HOUSE purchase. If you have simply changed your mind please email us at house@merchantandmills.com so we know to expect your return. Please fill in the form below with your details and why you are returning the item.

EXCLUSIONS

For hygiene reasons, we cannot accept returns on the following unless faulty:

- Duvet covers and pillowcases
- Made-to-measure or personalised items

Items must be returned unused, unwashed, and in their original packaging. If we receive your parcel back and it doesn't meet our returns policy we will contact you on how to move forward. Note you have 14 days to email us regarding returning an item, and then a further 14 days to return the item. Please use a trackable service. Returns are paid for by the customer.

If your item is faulty, not as described or not fit for purpose please email us at house@merchantandmills.com. This must be done within 14 days of receipt of goods.

Please return your item to the address below with your returns form:

NAME

ORDER NO.

REASON FOR RETURN

(please circle)

NOT AS DESCRIBED

CHANGED MIND

FAULTY

OTHER

Merchant & Mills HOUSE
(Returns)
Unit 8
Rye Industrial Estate
Rye
East Sussex
TN31 7TE
UK