

SHIPPING, RETURNS AND REFUND POLICY

www.thefarrowcollection.com

Effective date: 1st December 2021

SHIPPING TERMS

Order and Shipping Confirmation

You will receive an email confirmation once your order has been successfully placed, it will include your order number and shipping method. Please make sure your shipping address is correct as we are unable to redirect goods once they are on route to you. Any incorrect address details will often result in the parcel being returned to the sender, in which case you will be charged for re-delivery. Thefarrowcollection will not be responsible for any misplaced or unclaimed parcels by the courier company.

Delivery Time

Orders can take up to 1-3 business days to be processed and shipped. Orders will arrive within 4 to 7 business days after processing normally.

If you are buying products during promotional or festive periods, it may take a little longer for our products to be delivered to you.

We are not responsible for delays outside our control. If delivery of the products to you is delayed by an event outside our control (e.g. because of postal/courier delays, logistics or bad weather), we'll let you know as soon as possible.

Delivery Fee

All Customers are required to pay the delivery/shipping fee for any orders they place.

TAXES/CUSTOMS/VAT

International deliveries outside the **Republic of Ireland (EU)** may be subject to applicable taxes, VAT's and duties which are to be paid by the Customer.

You are required to check with your local tax official to see what import duties and/or VAT you are required to pay in your place of residence.

RETURNS & REFUNDS

Please return your product after contacting Thefarrowcollection at contact@thefarrowcollection.com within 14 days from the date of receiving the order. Products must be returned in a clean and new condition, with all pricing, packaging and brand labels secure. Thefarrowcollection will provide you the Return address by sending you an email upon your request.

Please note that the Customer is responsible to pay the Shipping/Delivery fee when returning the product. We recommend that all returns be sent using a traceable carrier. Thefarrowcollection will not be held responsible for packages not received by us that were returned without a tracking number.

We reserve the right to accept or reject a returns and refund request at sole discretion. We do not accept requests in the following circumstances:

- Return/Refund request is made after 14 days from the date of receiving the product.
- Product is used and damaged by the Customer
- Incomplete product or partial order
- Fraudulent Return/Refund request

INCORRECT OR FAULTY PRODUCTS

Should you receive an incorrect or faulty product please immediately contact us within 24 hours of receiving the product. The product needs to be returned within 14 days with return shipping label. Upon receipt of the returned product we will assess its condition before authorizing a refund or exchange.

If you receive your product and it has been damaged during shipment, please email us at contact@thefarrowcollection.com right away. Include a description of the damages, and include pictures if possible. This information is extremely helpful to us in making sure that our products are packaged and shipped properly

CONTACT US

For more information or to initiate a return request, please get in touch with our Customer Support team by sending an email on contact@thefarrowcollection.com