

Refund Policy

We offer a 30-day refund and returns policy. If 30 days have passed since your purchase, we can't offer you a full refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

Several types of goods are exempt from being returned. Perishable goods, such as food, cannot be returned. We also do not accept products that are intimate or sanitary goods, hazardous materials, or flammable liquids or gases.

Additional non-returnable items:

Gift vouchers.

Some health and personal care items.

Items/vouchers that were won & not purchased.

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back to the manufacturer.

There are certain situations where only partial refunds are granted:

Any item not in its original condition, damaged or missing parts for reasons not due to our error.

Any item that is returned more than 30 days after purchase.

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.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your original method of payment, within 7-10 working days.

Returns are accepted both via post & in store.

Late or missing refunds

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

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

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 info@darlingmanor.co.uk or on 07547813136.

Sale items

Only regular priced items may be refunded. Sale items cannot be refunded.

Events tickets

Ticket prices are quoted on the website.

Pricing of tickets may change. This will not affect previously purchased tickets.

Events payments are non-refundable.

Unless specifically stated for special events each Little Darlings ticket includes one accompanying adult.

You understand that additional adults are charged and have ensured you have booked the correct number of tickets, failure to do so may result in part of your group being refused entry on the day.

Young babies (Pram or high chair spaces) under 2 years old are not charged when accompanied by a fully paying little darling where space allows.

You understand that we operate on a mainly seated events basis & that everyone attending must have a booked space. Failure to do so may result in part of your group being refused entry on the day.

Baby spaces available are at the manager's discretion & the maximum available is pre-set for each event on the website. You understand that if a free baby space is not available you must book a space for the baby.

You understand that some tables are shared & that you may be seated at a shared table.

By making your booking you are entering into a legal agreement & your booking fee is non-refundable. If you cannot attend your event for any reason & the booking cannot be resold, you are liable for the full booking cost.

If we do succeed in reselling your tickets, you are no longer liable for the payment & a refund will be issued

Exchanges

We will only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at info@darlingmanor.co.uk, call in to store at 139 Queen Street CA287AW or call us on 07547813136 & follow the exchange instructions given.

Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send the refund to the gift giver via their original payment method.

Shipping returns

To return your product, you should mail your product to our Darling Manor store (address on the footer)

You 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.

If you are returning more expensive items, you may consider using a trackable shipping service or purchasing shipping insurance. We can't guarantee that we will receive your returned item.

Need help?

Contact us at info@darlingmanor.co.uk with questions related to refunds and returns.