



REFUND & EXCHANGE POLICY

Hayley's
CIC

Issue date: April 2026

We want you to feel confident shopping and booking with us.

Faulty or Misdescribed Items

If an item is faulty, damaged, or not as described, you are entitled to:

A full refund within 30 days of purchase, or

A repair or replacement (if available)

Please contact us as soon as possible with proof of purchase.

Second-Hand Clothing

Our clothing is pre-loved and may show signs of wear. We do our best to describe condition clearly.

We do not offer refunds or exchanges for normal wear and tear.

Refunds are only given if the item is faulty or significantly not as described.

Handmade Craft Items

Each item is unique and handmade.

We do not offer refunds or exchanges for change of mind.

If an item is faulty or not as described, please contact us within 30 days for a refund or replacement (if possible).

Workshops

When booking a workshop with us:

You may cancel for a full refund up to 14 days before the workshop date.

Cancellations made less than 14 days before the workshop are non-refundable.

If you cannot attend, you may request to transfer your place to another person (with our agreement).

If we cancel or reschedule a workshop, you will be offered a full refund or an alternative date.

Exchanges

We may offer exchanges at our discretion:

Items must be returned within 14 days

Items must be in the same condition as sold

Returns Process

Contact us first to arrange a return

Items must be returned within the agreed time

Refunds will be processed within 14 days of receiving the item