

Returns policy

- Our returns policy states an item can be returned for an exchange or refund within 14 days of purchase. Refunds will only be given at the store of purchase.
- The item must be returned in the same condition it left the store in, with the original Helen & Douglas House price ticket attached (where applicable).
- The original receipt or alternative proof of purchase must be shown at the point of return.

Furniture

- Refunds or exchanges on furniture are given at the Manager's discretion. When purchasing furniture please make sure you measure correctly to ensure it fits in your property.
- If an item of furniture hasn't been measured or does not fit properly and has to be returned, there will be a fee to return it back to the shop if it was delivered to you.

Electricals

- Our electrical items are all PAT tested and a basic product test is conducted.
- In the event there is a fault, within 3 months of purchase, we will offer an exchange or a full refund. The original receipt or alternative proof of purchase must be shown.

This does not affect your statutory rights.