



Returns

How to Return

We hope you are happy with your order, however if you wish to cancel an order or return any items, you must return them to us within 14 days of receipt. To contact us, use the Contact Form on email info@florence-nightingale.co.uk.

Goods should generally be returned unused and in their original condition including packaging and labelling.

Be sure to send your package using a secure or traceable method and that you keep your proof of postage. Please note that return costs are borne by the customer unless an item is faulty.

Due to hygiene reasons we are unable to refund or exchange opened products such as teas or earrings unless it can be shown there is a manufacturing fault.

Exchanges

Please note that we will only exchange an item for the same style in a different size or colour, dependent on availability. Please contact us for further details.

Faulty items

If an item is faulty, please contact us. Please provide details as to the nature of the fault and we will arrange a replacement.

Cancellations

Please contact us if you would like to cancel your order. Please note you can only cancel an order if you have not received your dispatch confirmation email. Once your order has been dispatched we are unable to cancel your order.

Refunds

All refunds will be processed within 14 days from the date the returned items have been received.

Refunds will be credited back to your original method of payment within approximately two days of being processed. Depending on your bank, it may take longer for the credit to appear on your account statement. Please contact us to request a Refund.

International Returns

International returns should follow the same process as above.

Please note we cannot refund any customs charges in the case of returns, however you may be able to claim this back through your local customs office.