

Returns & Refund Policy

Thank you for shopping at Chalk Down Lime online store..

If you are not entirely satisfied with your purchase, we're here to help.

1. Returns

1.1 You have **28** calendar days to return an order from the date you received it.

1.2 All requests for returns must be made within **14** calendar days from the date the order was received. Requests for returns should be made via email to: sales@chalkdownlime.com

1.3 To be eligible for a return, your order must be unused and in the same condition that you received it.

1.4 Your order must be in the original packaging with receipt or proof of purchase and in re-saleable condition and returned at your own cost. You have a further **14** calendar days to return the order from the date of email notification to request the return.

2. Refunds

2.1 Once we receive your order, we will inspect it and notify you that we have received your returned order. We will immediately notify you on the status of your refund after inspecting the goods.

2.2 If your return is approved, we will initiate a refund to your credit card (or original method of payment). We reserve the right to not accept any returns if the goods are damaged in transit.

2.3 You will receive the credit within **14** calendar days, depending on your card issuer's policies.

3. Shipping

3.1 You will be responsible for organising and paying for your own shipping costs for returning your order. We reserve the right to not accept any returns if the returned goods are damaged in transit.

3.2 Please note: If you receive a refund for the goods the original shipping costs will be non-refundable.

Contact Us

If you have any questions on how to return your order to us, contact us at:
sales@chalkdownlime.com or **01580 830 092** Monday – Friday 8.00am – 4.30pm.