

GISELA GRAHAM LIMITED

RETURNS POLICY

Please note that we do not operate a “sale or return” policy. We carefully pack all our orders to minimise the possibility of any damage but unfortunately we cannot always ensure that our items will arrive in perfect condition.

Please accept our apologies and contact us within 7 calendar days of receiving your delivery by;

- E-mail to: sales@giselagraham.co.uk
- Post to: Customer Services
Gisela Graham Limited
12 Colworth Grove
Browning Street
London
SE17 1LR
United Kingdom
- Fax to: +44(0) 20 7703 9849, for the attention of Customer Services.

Our Customer Services team will then deal with your request on an individual basis and contact you with further questions / and or instructions if necessary.

All notifications must be received in writing, please include the following details in your notification;

- your account no.
- invoice or packing note no.
- the item code
- the quantity of product received damaged
- details of the issues you have identified with the product

We may ask you to email us a picture of the damaged product and/or we may decide to make arrangements to collect the goods from you. Any items being collected must be in their original packaging.

Returns will not be accepted unless previously agreed with Gisela Graham Limited.