

Tea Leaves & Reads Bookshop Refund Policy

1. Online Purchases

1.1 Order placed in error

If an order is placed in error by you (e.g. a duplicate or accidental order, or change of mind), then your refund may incur the merchant fee that was taken for the original payment. You may however exchange any order whole or in part for a similarly priced item or items instead within three working days (subject to stock availability).

In the first instance please contact us with your order number to discuss your options within three working days of placing your order.

If you have received your online order and you change your mind within 14 days of receipt of your item, please contact us to request a return. You will then have 14 days from when we respond, to return the item back to us in its original condition and at your own expense. Upon receipt of the item and if the condition is as per the original sale, we will refund you your purchase price, within 14 days.

1.2 Order damaged in transit or incorrect item received

If you have received an online order and the quality is not as we described when you purchased it e.g. it has been damaged in transit please contact us as soon as possible providing your order number and a picture of the item & packaging to hello@tealeavesandreads.co.uk. If the item is damaged we will process a refund and file a claim with The Royal Mail. We may ask you to return the item to us prior to processing a refund. We will provide you with the appropriate postage labels if this is the case.

If your item has not arrived within the expected timeframe we ask that you contact us as soon as possible with your order number. We also ask that you check the tracking link in your emails prior to doing this as delivery may have been attempted or further information may be available. Most packages are dispatched via Tracked48 delivery service with The Royal Mail and the terms can be found [here](#).

If you have received an incorrect order please contact us as soon as possible with your order number and details. Personalised and perishable items cannot be returned.

2. In Store Purchases

A store credit or exchange will be offered only at our discretion.

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