

Our Returns Policy

Returns and Refunds

We are sure you will love all of your purchases from White Gecko Craft Lounge. If however, you change your mind you can return it to us in the original condition within 7 days and we will provide you with a full refund.

Please note that cut lengths of fabric, ribbons, batting, or interfacing cannot be returned or exchanged.

Before sending your returns back please ensure that your items are still new and unused and with the original packaging intact. We are unable to accept returns of any items which smell of smoke. We are unable to accept returns of used goods and these will be returned to you at your own cost.

You will be responsible for the cost of returning goods to us and as we cannot be held responsible for returns that go missing in the post we recommend that all returns are sent recorded delivery.

Once we have received your return we will process your refund within five working days.

Returning Damaged or Faulty Goods

We ensure each of our products is checked thoroughly prior to being dispatched, however, in the unlikely event you receive an item which is damaged or faulty we will cover the postage cost of returning the goods to us and provide you with a full refund or exchange.

Prior to returning your goods please email us on shop@whitegeckocraftlounge.co.uk with a description of the fault for your return to be authorised.