

TERMS & CONDITIONS

ORDERING

Ordering online is quick and easy at Hebe Homestore with the shop open 7 days a week, 24 hours a day. You can pay by Credit or Debit Card and we can only process your order once authorisation has been obtained. Payments are made through secure means so that all information is encrypted by software and no third parties may have access to this information during the processing of your payment. Hebe Homestore does not store or share any financial information provided by the customer.

CONTACT

If you need any advice before making your purchase feel free to drop us a line at jules@hebehomestore.com or phone us on 07932 637826.

DELIVERY

Most orders are dispatched within 2-3 working days of receiving your order unless we are experiencing extremely busy times, for example Christmas holidays. Please allow a few extra days during these periods. We make every effort to deliver your goods in the shortest time possible. If the item which you order is out of stock, or is going to be delayed in any way, we will contact you via email and offer you the option to cancel should you not wish to wait.

Post & packaging costs are as follows:

£5 for orders between £0 - £50

£10 for orders between £50 - £100

Free postage for orders over £100

PRICING POLICY

All prices are correct at the time of going to press, in pounds sterling and inclusive of VAT at the current rate. We do, however, reserve the right to change the price and specification of products without prior notice.

GUARANTEE & RETURNS

We hope that you will be totally happy with your order. But on the rare occasion you are unhappy, please notify us within 24 hours of receipt either by phone or email. Items should be returned in their original condition within 7 days. Please note that we are not responsible for return postage so we recommend that you obtain proof of postage or for high value items, we would also advise that you use registered post.

We will process your refund as soon as we receive your parcel. We will not grant a refund or exchange on any product that fails to reach us.

Should a product be damaged in transit to you, Hebe Homestore will provide you with a full refund or exchange subject to notification & receiving photo evidence within 24 hours of receipt. Return postage will be refunded in the case of damaged, defective or incorrectly sent products and a refund will be issued through the method used for payment.

Please send all returns to:

Hebe Homestore
Lydbrook Farm House
Church Street
West Hanney
Wantage
Oxfordshire
OX12 0LW