



DELIVERY AND SHIPPING POLICY

ONLINE ORDERS

All online orders are FREE for UK standard delivery for orders of £25 and over. Orders under £25 will be charged at a standard rate. Standard delivery usually takes 2-3 days and all items are sent 1st class signed for with a tracking number once shipped. We now also have express next day and international delivery which are charged at rates shown at checkout for these options. If you have any enquiries about your order please email us at info@alongcomeshe.com and we will be happy to assist you.

CLICK AND COLLECT

We offer a local click and collect service at The Needlemakers store in Lewes, East Sussex. For this option please select **Customer Collection** at checkout. The collection address is The Needlemakers, West Street, Lewes, East Sussex BN7 2NZ. Once your order is placed, we will email you to arrange a collection time slot convenient for you. Please come to the store with your order number to collect your order.

EXCHANGES AND REFUNDS

If you are not satisfied with your online purchase please return the item(s) within 14 days of receipt at your own cost and we will exchange or refund your money, whichever you prefer. Please email info@alongcomeshe.com with your name and details of the item to be returned, specifying the reason for your return / exchange details. Then, after confirmation please return your item in its packaging to

Along Came She,
The Needlemakers,
West Street,
Lewes,
East Sussex,
BN7 2NZ,
United Kingdom.

If you are not satisfied with your in store purchase please return to the store with your item within 14 days of purchase with your receipt as proof of purchase. Our usual store policy is exchange only within 14 days but until the end of May 2021 we are offering refunds on unworn items that have not been tried on in store.

Please note all online goods must be in an unworn re-saleable condition and where possible with original packaging / swing tags to be kinder to the environment. This does not affect your statutory rights.

All exchanges from outside the UK must be pre-authorized by us so please email for all enquiries on this.

If you have any queries please contact us by e-mail at info@alongcomeshe.com. We aim to answer all queries as soon as we can as emails are responded to on a daily basis. We also value and welcome all comments and suggestions from our customers to this email address too.