Damages, Refunds and Exchanges

All items are carefully packaged. Once an item has been shipped Pavia-Lee has released responsibility of the item. Please do not accept an item that is obviously damaged but In the event that an item is damaged then please notify us within 48 hours, we will work with you as quickly and fairly as possible to remedy the situation.

Alternatively although every item is checked before leaving Pavia-Lee, if you find an item to be faulty then please notify us with 48 hours

If for some reason you are not satisfied with your purchase, you have 14 days to receive a refund or exchange. Please contact Pavia-Lee to discuss how we can resolve the matter. On receipt of the goods we can either offer an exchange, credit or refund,

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

Several types of goods are exempt from being returned.

Non-returnable items:

* Gift vouchers

* Flowers

* Personalised items

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back to the manufacturer.

There are certain situations where only partial refunds are granted: (if applicable)

* Any item not in its original condition, is damaged or missing parts for reasons not due to our error.

* Any item that is returned more than 14 days after delivery

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at home@pavia-lee.co.uk.

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at home@pavia-lee.co.uk and send your item to: 11b Parchment Street, Winchester, SO23 8AT, United Kingdom.

Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he will find out about your return.

Shipping

To return your product, you should mail your product to: 11b Parchment Street, Winchester, SO23 8AT, United Kingdom.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over £75, you should consider using a trackable shipping service or purchasing shipping insurance. Pavia –Lee is not responsible for any items lost in the post or sent without proof of purchase.

We want you to be 100% happy with your purchase so if you have any questions please contact us at home@pavia-lee.co.uk

Purchase of an item implies understanding and full acceptance of my Policies and Terms and Conditions.