



CHANG'S

FABRICS AND CRAFTS

EXCHANGE & RETURNS

Terms and Conditions

You can return any products purchased on the Chang's website or via email or telephone (except for cut fabric) for an exchange, provided you have proof of purchase (such as a print-out of the email order confirmation).

Unless the goods are faulty, or have been sent in error, all requests for an exchange must be received within 14 days of your receipt of the goods. Unless the item is faulty you will not be refunded the postage.

Items must be unused and returned in the original packaging and in re-sale condition. All requests for an exchange must be made in writing to Chang's in order to process the exchange. Please email info@changsfabrics.com

We do not offer refunds at this time.

How do I return the goods?

You must take reasonable care of the goods whilst in your possession and they must be returned promptly 13 Stilehall Gardens, Chiswick London W4 3BS. If you are unsure of the address to return the goods, please contact us, as any returns made to an incorrect address will not be exchanged.

If you are using a postage service we advise that you get proof of postage from the post office. When you are returning the goods for an exchange you will not be refunded the postage unless the item is faulty.

Please include with the goods your full contact details and a note stating the reason for return.

Returning goods from overseas?

If you have purchased something from us and you live overseas' then you must make sure that all duties and taxes are paid when you return the item. Chang's will not be liable for any costs for returned items

What are excluded from refunds and exchanges?

Certain items are not covered by this returns policy, and are non-returnable and non-refundable.

- Fabric cut to customer's specifications
- Earrings
- Any goods that have been made to order, or personalised in any way will not be accepted as a return:

If you are returning a bespoke item that was made to order, or personalised in any way due to a fault, or it has not been reasonably made to the specification given by you, we will re-make a new item to the correct specification.

Exchanges

If you wish to exchange any of the goods purchased, please contact becky@changsfabrics.com

Returns of any items received as a gift

If you received the product as a gift, and do not have proof of purchase, you will be offered an exchange up to the amount of the goods you wish to exchange.