

RETURNS POLICY

We hope you love everything you purchase from us. If something isn't right, we want to make it as easy as possible to resolve. Please read this policy carefully as different rules apply depending on the type of product you have purchased and whether you are a consumer or a business customer.

To start any return or report a fault, please contact us at contact@stellareditions.co.uk with your order number. Please do not send items back without contacting us first, as we are unable to accept unsolicited returns.

Section 1 - Who This Policy Applies To

Consumers

If you are purchasing as a consumer (an individual buying for personal, non-commercial use), you have statutory rights under the Consumer Rights Act 2015 and the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. This policy is designed to be consistent with those rights and in some cases offers more generous terms. Nothing in this policy reduces or replaces your statutory rights.

Business Customers

If you are purchasing for business purposes, your returns and cancellation rights are governed by this policy and our Terms and Conditions. Statutory consumer rights do not apply to business purchases. Returns from business customers are accepted at our discretion and subject to the conditions set out below.

Section 2 - Soft Furnishings and decor items

Your right to change your mind — consumers

Under the Consumer Contracts Regulations 2013, you have the right to cancel your order within 14 days of receiving your goods, without giving any reason. We go further than the legal minimum and offer a 30-day goodwill returns window from the date of delivery for soft furnishings and décor items, as set out below.

How to return

To be eligible for a return, your item must be:

- Returned within 30 days of the date of delivery;
- In its original, unused and saleable condition - unwashed, with all tags attached and in its original packaging;
- Accompanied by your order number or proof of purchase.

To begin a return, please contact us at contact@stellareditions.co.uk. Once your return is accepted, we will provide full instructions. Items sent back without prior authorisation will not be accepted.

Return postage costs

If you are returning an item because you have changed your mind, **return postage costs are your responsibility**. If you are returning an item because it is faulty, misdescribed or not as ordered, we will cover the cost of return, please contact us and we will arrange collection or provide a prepaid label.

Items we cannot accept back

The following items are excluded from our goodwill returns policy:

- Sale or promotional items - we are unable to accept returns on items purchased at a discounted or promotional price unless the item is faulty. Your statutory rights in relation to faulty goods are not affected.
- Items that have been used, washed, altered or are not in their original condition.

This does not affect your statutory rights as a consumer under the Consumer Rights Act 2015. Nothing in this policy limits or excludes any rights you have under applicable law.

Section 3 - Furniture , Upholstery and Made-To-Order items

All furniture and upholstered items sold by Stellar Editions are made to order specifically for you by our skilled British artisans. This includes all upholstered furniture, solid and upholstered wood furniture, bespoke and tailor-made pieces, special orders, personalised items and orders made using customers' own materials (COM).

Right to cancel - consumers

Because these items are made to your individual specifications, they are exempt from the 14-day right to cancel under the Consumer Contracts Regulations 2013. By placing an order for a made-to-order item, you acknowledge and agree that cancellation is not possible once production has begun. Please ensure you are completely satisfied with your order, including dimensions, fabric, finish and specification before confirming.

Returns - change of mind

Made-to-order and bespoke items cannot be returned simply because you have changed your mind. These items are non-refundable except in the circumstances described below.

Faulty or damaged items

We take great care to ensure every item leaves us in perfect condition. If your furniture arrives damaged or with a fault, please:

- Contact us at contact@stellareditions.co.uk as soon as possible and ideally within 48 hours of delivery — prompt notification helps us resolve issues quickly;
- Include your order number and clear photographs showing the damage or fault;
- Retain all original packaging where possible.

We will assess your report and respond promptly. If the fault is confirmed, we will offer a repair, replacement or, where neither is possible, a refund, in accordance with your rights under the Consumer Rights Act 2015. We will arrange and cover all costs of collection.

Please note: whilst we ask for prompt notification as a matter of good practice, we acknowledge that under the Consumer Rights Act 2015 you have up to 6 months from delivery to report a fault, with the presumption during that period that any fault was pre-existing. Reporting a fault after 48 hours does not affect your legal rights.

This does not affect your statutory rights as a consumer under the Consumer Rights Act 2015. Nothing in this policy limits or excludes any rights you have under applicable law.

Section 4 - Exchanges

We are unable to offer direct exchanges on any items. If you would like a different product, please follow the returns process to return your original item for a refund (where eligible) and place a new order.

Section 5 - Refunds

Once we receive and inspect your returned item, we will notify you of the outcome as soon as possible. If your return is approved, your refund will be processed to your original payment method. Please allow up to 10 working days for the refund to appear, depending on your bank or card provider.

Please note the following:

- Delivery, installation and removal costs are non-refundable unless the return is due to a fault or error on our part.
- We reserve the right to reduce the refund amount, or decline a refund entirely, where an item is returned in a condition that indicates it has been used beyond what is necessary to assess it, deliberately damaged, altered, disassembled or tampered with.
- For consumer returns within the 14-day statutory cancellation period, we will not refund the standard delivery charge paid. Premium or express delivery upgrades are also non-refundable.

Section 6 - Business Customers

Business customers have no statutory right of cancellation or return. Returns and cancellations for business customers are accepted at our sole discretion and subject to the following:

- Any request to return goods must be made in writing to contact@stellareditions.co.uk within 7 days of delivery;
- Goods must be in their original, unused and saleable condition;
- Made-to-order, bespoke and personalised items are non-returnable and non-refundable in all circumstances;
- Where a return is agreed, we reserve the right to charge a handling or restocking fee of up to 25% of the order value;
- Return postage is the responsibility of the business customer unless the goods are confirmed as faulty.

Nothing in this section affects our obligations in relation to goods that are confirmed to be faulty at the time of delivery. Faults must be reported in writing within 7 days of delivery with supporting photographs.

Section 7 - Contact Us

For all returns, exchanges, refunds or queries, please contact us:

Stellar Interiors Ltd (trading as Stellar & Co and Stellar Editions)

Email: contact@stellareditions.co.uk

Website: stellareditions.co.uk

*This policy is to be read alongside our **Terms and Conditions** and **Privacy Policy**, both available on our website.*