

Yellow Spade Design Ltd Returns & Refunds Policy (04/09/2025)

If you are not happy with the quality of goods received from Yellow Spade Design Ltd you may return them within 14 days of receipt.

Any item must be returned unused, in its original packaging and complete with the original packing slip.

Return shipping costs are the customer's responsibility, and any refusal of shipments incurs costs that will be deducted from the refund.

On receipt of returned goods, items will be inspected before a full refund can be issued. Refunds will be processed within 2 to 3 working days of receipt.

Where you have ordered a personalised item (should you have entered incorrect personalisation details on ordering an item) you may not be able to claim a refund.

In the rare event of a breakage in transit, it must be reported within 1 working day of receipt and supported by photographic evidence. On receipt of photographic evidence customers will be entitled to the choice of choice of a replacement or full refund.

Yellow Spade Design use Royal Mail's Tracked 48 service for all items/orders over £10.00. Items/orders under £10.00 are despatched by Royal Mail 2nd Class.

As with all carriers, their service cannot be 100% guaranteed...inclement weather, industrial action, accidents, excessively busy trading periods and other factors can occasionally affect delivery times.

We cannot therefore issue refunds solely on the basis of an item reported as arriving late, and each case will be investigated individually.

Similarly, if an item is reported as not delivered at all or delivered to an incorrect address, we will investigate to try and establish where the system has failed, and if it can be resolved. We will always work with customers to find a mutually acceptable solution.

To mitigate the risk of delays it is Yellow Spade Design policy to process, inspect, package and despatch items as quickly as possible once an order is received.