

Returns Policy

If you are not completely satisfied with the item you have received, we are happy to offer a 14 day Returns Policy on unused items that are returned in a resaleable condition. This policy is offered in addition to your legal rights.

Using the returns process below, please contact us within 14 days of the item being delivered to you, and ensure the item is with us within 14 days of you getting in touch to confirm your return.

- How do I return an item?

1. Within 14 days of receiving the item, please get in touch with us at shop@LittleLifts.org.uk and include 'Refund' or 'Exchange' in the subject line. Include the following details in your email, so we know to expect your return:
Your Name
Order Number
Order Date
Specify whether you'd like a refund or exchange
2. Print and complete the [Returns Form](#)
3. Within 14 days of notifying us of your return, safely package up your item(s) with the completed Returns Form and post to:
Little Lifts Returns, Bowthorpe Hall, Bowthorpe Hall Road, Norwich NR5 9AA
As we are a small charity, we are unable to arrange and pay for the return of an item. If your item is faulty, however, please see below. Little Lifts cannot be held responsible for items that are lost or damaged when being returned, therefore we highly recommend you post your parcel using a Tracked and/or Signed For option.

- How long will it take for my return to be processed?

Providing we receive notification that you will be sending us a return, we aim to process the refund/exchange within 5 working days of receiving the item. If we had not been notified of the return, it may take slightly longer.

Refunds – Refunds will be credited back to your original payment method

Exchanges – We will be in touch once we have received your returned item to confirm when your exchange will be on the way to you (stock permitting).

- The item I have received is faulty. What can I do?

At Little Lifts, we want you to be totally happy with your purchase. If you have unfortunately received an item which is faulty, please follow the above returns process. Once we have received your item, we will refund the cost of postage providing the returned item is shown to be faulty. We are not able to provide a refund for goods received over three months ago.

- I've been sent an incorrect item. What should I do?

We try to keep mistakes to a minimum, but as we are such a small team these things can happen every now and then. Please get in touch with us at shop@LittleLifts.org.uk and we'll see what we can do to get you the right item.

- I would like to return a Little Lifts Box. How do I do this?

To return a Little Lifts Box, you will need to complete the returns process outlined above. Please ensure that all products in the Box are returned unopened, unused and in a resaleable condition. If some products in the Box have been opened, used or are missing, we will not be able to provide you with a full refund. We will get in touch to discuss this with you, should it happen.



Little Lifts Returns Form

Once you have emailed us to let us know you'll be returning an item, please print and complete this form and include it in your returns parcel.

Returns address: Little Lifts Returns, Bowthorpe Hall, Bowthorpe Hall Road, Norwich NR5 9AA

Name:	
Order Number:	
Order Date:	

Product	Quantity	Price Paid	Refund/Exchange	Replacement	Reason Code
		£ .			
		£ .			
		£ .			
		£ .			
		£ .			
		£ .			
		£ .			

Reason Codes: 1 – Incorrect item; 2 – Item not as expected; 3 – Item faulty; 4 – Arrived late; 5 – Poor quality; 6 – Unwanted gift; 7 – Change of mind; 8 – Wrong size.

Feedback

We'd be grateful if you can provide us with feedback about the item you are returning, to help us to improve our products. Thanks!
