



Designa's® Product Return & Refund Policy

Designa® is usually happy to take back returned product (that is, product that has been purchased, but is found to be surplus to your requirements) however acceptance will always be at the company's absolute discretion. If product returns are accepted they will be subject to the following policy:

1. All returned goods must be accompanied by a clear copy of the original purchase invoice.
2. Returned goods must be in the original, undamaged packaging.
3. Returned goods must be brought back promptly, and in any event no later than 30 days from the date of delivery/purchase.
4. Only full boxes of tiles will be accepted for return. Mosaics and other items sold by the piece or sheet may be accepted at the Designa's® discretion, but must be in excellent condition.
5. All returned goods must be in original condition and be able to be resold.
6. Refunds in respect of returned goods may be subject to a restocking fee of 20% of the original nett purchase price.
7. Any freight or delivery charges are the returners' responsibility.
8. Returns and refunds will not be accepted in respect of sale or indented items.

If you are unsure about whether we will take back product you may like to return, please don't hesitate to get in touch with Designa®.