



Return and Refund Policy

Products purchased through the website can be returned within 30 days of the original purchase. A new product may be exchanged for another product or returned for a refund.

To be eligible for a return, please make sure that:

The product was purchased in the last 30 days

The product is in its original packaging

The product isn't used or damaged

The user has the receipt or proof of purchase

Kates Kloths Workshops

METHOD OF CONFIRMATION

Once your registration for a class or event has been successfully processed, you will receive an email confirming your space, name of the course, course timing, and location of class within three working days.

CANCELLATIONS REFUNDS AND TRANSFER POLICY

Kates Kloths do not offer refunds on any classes or event, however, students may transfer their registration for one class to another class up to 21 working days prior to the original course date. Once a student has transferred no further transfers can be made. Kates Kloths reserve the right to cancel a class at any time, without incurring any additional liability to the student. In such circumstances, we will offer alternative dates, a full refund or a credit note.

Products that do not meet these criteria will not be considered for return.

Please contact us before the user sends the product:

By Phone Number: 07932583827

By Email: kate@kateskloths.co.uk

Send the product with its original packing and the receipt or proof of purchase, to:

Kates Kloths, Suite3, Netherton Park Farm, Stannington, Morpeth, Northumberland. NE61 6EF

Shipping Costs

Shipping charges incurred in connection with the return of a product are non-refundable.

The customer is responsible for paying the costs of shipping and for the risk of loss of or damage to the product during shipping, both to and from the company.



Kates Kloths is obligated to provide details of posting or provide courier documents, in the event of goods not arriving then the company will use its best endeavours to establish the location of the goods however is not liable for any or all losses and any claim should be made to the appropriate courier.

Damaged Items

If the customer received a damaged product, please notify us immediately for advice and guidance.

Sale Items

Sale items cannot be refunded.

Contact Us

If the user has any questions about our returns and refunds policy, please contact us:

By Phone Number: 07932583827

By Email: kate@kateskloths.co.uk

By Visiting Our Website: www.kateskloths.co.uk