

Modifying or Cancelling Your Order

When you place an order, it constitutes a legally enforceable agreement. Under the Consumer Contracts Regulations of 2013, custom-made items, such as blinds, are not covered by the standard legislation, which means the usual 14-day cancellation period is not applicable. However, cancellations can still be processed, and a full refund provided if the manufacturing of your ordered items or any parts thereof has not commenced. Unfortunately, if the production of your goods is already underway, we cannot offer a refund. If you need to cancel or alter your order, please contact us immediately so we can determine whether production has started. It is highly recommended to review your order confirmation email thoroughly to verify that your order has been submitted accurately.