

Returns & Refunds Policy

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Company: AMK Decor UK LTD

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1. Eligibility

Customers may return goods within 14 days of delivery under UK Consumer Contracts Regulations 2013.

2. Return Conditions

Items must be unused, in original packaging, resalable, and accompanied by proof of purchase. Custom/made-to-order products cannot be returned unless defective.

3. Restocking Fee

A 20% restocking fee applies to all non-faulty returns to cover handling and repackaging costs.

4. Return Shipping

Return shipping costs are the buyer's responsibility unless the product is defective or sent in error.

5. Refunds

Refunds are processed after inspection and approval of returned goods, via the original payment method.

6. Faulty Products

If defective or damaged on arrival, report within 48 hours for replacement or refund. Natural stone colour/texture variations are not defects.

7. Jurisdiction

Handled in accordance with the laws of England and Wales.