

Returns & Refunds

We do our best to ensure all our customers enjoy a great shopping experience with Mrs Mac's Sweet Occasions. However occasionally you may need to return an item.

To do this, firstly print our Returns Advice form, complete it and return it with your goods to:

Mrs Mac' Sweet Occasions
54 Gerard Street
Ashton-in-Makerfield
Wigan
Greater Manchester
WN4 9AE

Unfortunately we do not cover returns postage cost so recommend that you return your items via registered post. Please clearly state on the invoice the reason for return.

Personalised products are non-returnable, which includes 'pick and mix' or 'choose your own' items. Some goods are non-returnable for hygiene reasons. Please note that this does not affect your statutory rights.

The returned goods need to be in their original sealed packaging.

We are unable to cancel orders once they are prepared and dispatched - If you do wish to cancel your order, please email us at sweetmrsmacs@gmail.com and we will advise if it is possible to do so.

Our returns policy does not affect your statutory rights.

We will process the refund due to you as soon as possible and, in any case within thirty (30) days of the day we confirm via e-mail that you are entitled to a refund.

Returns Advice

Want to return an item?

Online Returns Only

Please complete the form and return it with the items using the pre-printed returns label attached. All postal charges are at the cost of the customer and we recommend using registered post. If refund is required, an email will be sent to confirm the refund has taken place.

Please allow up to 10 working days after the email date for the funds to appear in your account.

Please note, we will only refund using the original payment method used (Credit card / PayPal / Gift Card). Personalised products are non-returnable which include 'pick and mix' or 'choose your own' items. Some goods are non-returnable for hygiene reasons. Please note that this does not affect your statutory rights.

Item Code	Item Description	Quantity Returned	Return Code	Comments

Reason for Return Codes

A = Product not required, B = Item is faulty, C = Product was not ordered

Returns
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Postage Required
