# GnomeBase returns

Updated June 2026

We hope that you will love your purchases, but here's what to do if something's not quite right.

## Returns policy

### If you change your mind

You have 14 days from the date of delivery to change your mind.

If the product is not faulty then you are entitled to an exchange or credit note.

Returned products must be in unused condition.

Please ensure that the products are packaged securely for return. GnomeBase cannot accept responsibility for items lost or damaged in transit.

You will be responsible for the cost of returning the products to us.

If you choose an exchange, then you will be charged delivery costs for the replacement product.

### If the product is faulty

Please let us know within 30 days if the product is faulty when it arrives.

If there is a fault then you are entitled to an exchange or refund, including delivery costs.

## Returns process

To start the returns process, please email returns@gnomebase.co.uk to request a returns form. If you are claiming for a faulty product, please include photographs showing the fault.

Returns forms must printed, completed, and enclosed with the returned products.

If you are returning a faulty product then we will provide a pre-paid returns shipping label. For returns of non-faulty products you are responsible for arranging and paying for shipping.

GnomeBase will aim to process returns within 14 working days. All refunds will be issued as cheques.

