



Returns Policy

We have a 14-day return policy, which means you have 14 days after receiving your item to request a return.

In-store purchases may be returned to our Hay-on-Wye store within 14 days from receipt. Please note that items purchased in our stores cannot be returned via post. Most returns will be credited back to your original payment method within 3-5 working days.

To be eligible for a return, your item must be in the same condition that you received it, unused and in its original packaging. You'll also need the receipt or proof of purchase.

To start a return, you can contact us at contact@tymadoccider.co.uk - If your return is accepted, we'll send you instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted.

Please allow 5 working days for a return to reach us. Once received, we will let you know and process your refund within 1 working day, but please allow time for your payment provider to make the funds available to you.

Certain types of items cannot be returned, like perishable goods (such as food, flowers, or plants), jewellery, custom products (such as special orders or personalized items), and personal care goods (such as beauty products). We also do not accept returns for hazardous materials, flammable liquids, or gases. Please get in touch if you have questions or concerns about your specific item.

Unfortunately, we cannot accept returns on sale items.

Faulty Items

If you have purchased an item (in-store or online) and later discover it to be faulty, we are happy to replace the item. Contact us at contact@tymadoccider.co.uk to arrange a replacement and to return the faulty item.

Refunds

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process and post the refund too.