



Returns Policy

Last updated: 19th May 2026

We want you to love your order, but we know things can occasionally go wrong. Because every item in our shop is made to order, we don't hold stock or process traditional returns. This policy explains how we handle issues and what you can expect from us.

1. Made-to-order products

All items are created especially for you using print-on-demand production. As a result, we're unable to accept returns or exchanges for reasons such as ordering the wrong size or colour or simply changing your mind. Please check product descriptions and sizing charts carefully before placing your order.

Our products fall under the **"made to consumer specifications" exemption** in the **Consumer Contracts Regulations 2013**, which means the usual 14 day cancellation period does not apply once production has begun.

You still retain all **statutory rights under the Consumer Rights Act 2015**, including the right to receive goods that are of satisfactory quality, fit for purpose and as described.

2. Wrong or damaged items

If your order arrives damaged or you receive the wrong item, we'll put it right.

Please email us within **14 days** of receiving your order at admin@narrowboatroundtuit.co.uk with:

- Your order number
- Clear photos of the issue
- A short description of the problem

Examples of issues we can resolve include:

- Print errors or misalignment
- Incorrect size, colour or design sent

- Manufacturing defects
- Damage during shipping

We'll work with our production partner to arrange a replacement or refund where appropriate.

3. Refunds

Refunds are only issued in cases where:

- You received the wrong item
- Your item arrived damaged or faulty

If your situation qualifies, we'll process a refund once the issue has been confirmed.

This does not affect your statutory rights.

4. Exchanges

Because all items are made to order, we're unable to offer exchanges for different sizes, colours or designs.

If you're unsure about sizing, please check the size guide on each product page before ordering.

5. Incorrect delivery address

If an incorrect address was entered at checkout, our production partner can resend the order once it has been returned or reprinted, but **shipping costs will be your responsibility.**

Please double-check your details before completing your purchase.

6. How to contact us

For any order issues, please email: admin@narrowboatroundtuit.co.uk.

Including your order number and photos (where relevant) helps us resolve things quickly.