



Returns Policy

Thanks for purchasing our products at www.perthshire-artisans.scot operated by Smart Village Scotland Ltd.

In order to be eligible for a refund, you have to return the product within 30 calendar days of the dispatch of your purchase. Your intention to return the goods should be communicated to us in writing to info@perthshire-artisans.scot within 14 days of you receiving them. The product must be in the same condition that you received it and undamaged in any way.

After we or the Artisan(s) receive your item, it will be inspected and Perthshire Artisans will process your refund. The money will be refunded to the original payment method you've used during the purchase. For credit card payments it may take 5 to 10 business days for a refund to show up on your credit card statement.

If the product is damaged in any way, or you have initiated the return after 14 calendar days have passed, you will not be eligible for a refund.

Please note for products dispatched directly from the Artisans, they will be responsible for receiving, assessing and approving returns.

If anything is unclear or you have more questions feel free to contact our customer support team at info@perthshire-artisans.scot.



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