Returns & Refunds Policy

At Treat4u, all of our products are handcrafted and many are made to order or personalised specifically for each customer.

Personalised & Custom-Made Items

Due to the bespoke nature of personalised products, we are unable to offer refunds, returns, or exchanges on any personalised or custom-made items unless they are faulty, damaged, or incorrect due to our error.

Please ensure all personalisation details, spelling, dates, and custom requests are checked carefully before placing your order.

Faulty or Damaged Items

If your item arrives faulty, damaged, or defective, please contact us within 14 days of delivery with:

- Your order number
- A description of the issue
- Clear photographs showing the fault

Once the issue has been reviewed and confirmed, we will offer an appropriate resolution within 14 days, which may include:

- A replacement item
- A repair where possible
- A full or partial refund

Non-Faulty Items

We do not accept returns or provide refunds for:

- Personalised or custom-made products
- Items ordered in error
- Changes of mind
- Incorrect personalisation details supplied by the customer

Contact Us

If you have any questions regarding your order, please contact us at:

Email: treat4u.shop@hotmail.com

We are committed to providing high-quality products and will always work with you to resolve any genuine faults or issues as quickly as possible.