



Cancellation or returns

You may cancel your transaction within seven days for any reason, provided any goods are returned unused and in their original packing. We can only accept the return of opened or used goods if they are faulty. To obtain a refund you must notify the Hawk and Owl Trust by email within seven days of receiving goods, or confirmation of the transaction, whichever is later.

Instructions and the return address will be emailed in response. Except where goods are faulty, the Hawk and Owl Trust will not be responsible for the cost of return postage.

If goods and/or welcome packs have not been sent out, payment will be refunded immediately. In all other cases payment will be made when returned goods are received.

In order to cancel or claim a refund [click here](#).