

RETURNS POLICY

We will happily refund or exchange any item purchased through Design Concrete. We gladly accept returns within 14 days of the order being delivered to the customer.

To be eligible for a return, your item must be unused and in the same condition that you received it, including original packaging.

Bespoke samples and Custom pigments are non-refundable.

You are responsible for arranging and covering the cost of returning the item(s) and the initial delivery charge will not be refunded.

All returns incur a restocking fee of 10% of total returned products.

Our aim is to provide you with the highest levels of service possible and to make the return as easy as possible. If you have any concerns or questions please call us on 0207 727 4083 or email us on contact@design-concrete.co.uk, we are here to help.