

Shopping Online

I have just placed an order can I cancel and or amend it?

If your order has not yet entered the dispatch process, you can cancel by contacting our customer service team by phone on 01282 418418 or email emma@sdlgrouppltd.com. Similarly, if your order has not yet entered the despatch process, we can adjust the size or colour ordered.

Under UK Distance Selling laws, you have the right to cancel your contract with us, within 7 working days of receiving your order, but we offer you 14 days to cancel the contract. You will need to advise us of this in writing so we can issue you with a full refund and we would ask you to return the cancelled items to us. For more details please see our returns policy section.

If we do not receive the cancelled items back, we may arrange to have them collected at your cost. If you want to cancel your contract with us, please contact our customer service team who will be happy to help you.

When will I be charged?

If your payment is authorised, the funds will be 'reserved' in your account for us and you will receive an email confirming that your order has been successful. The payment will only be completed upon dispatch of the final part of your order.

If your card is not authorised, payment will not be taken, and we'll email to let you know why your bank or card issuer wouldn't authorise the payment.

Don't despair at this stage, because there may still be something simple that can be done to get the payment authorised.

Your credit card details are sent directly to our card processor and are NOT stored on our server or database, so even in the unlikely event that our security was ever breached your credit card details would not be compromised.