



Return Policy

It is at the end of the day the sole responsibility of the purchaser to establish that the goods purchased are appropriate for the purposes of the planned use.

1. No items will be returned or exchanged unless prior written authorization has been obtained from Brown Cow Productions & Events Management within 48 hours of delivery / collection.
2. We will not accept branded goods for exchange or refund.
3. **Samples:** No refunds/exchanges after 3 days of purchase.
4. **Orders:** All non-faulty returns/exchanges will be subject to a handling fee of 30% the total amount of the invoice.
5. Under no conditions may goods be returned to any of our physical addresses without prior written arrangement or invoice