

SHIPPING AND RETURNS POLICY

Pre-Orders

When you pre-order a product, please allow up to 3-4 weeks from pre-order to arrival.

Postal Orders

We aim to dispatch orders within 3 working days. Orders placed during and directly following a sale or release of a new product may take a little longer. We ship to the UK as standard, and customers should then receive their product within 3 to 5 working days (Standard Delivery) or 1 to 2 days (First Class Delivery).

Email jasmin@collavocetheatre.co.uk for information regarding international delivery.

Returns

We hope you love what you bought. If you are unhappy with your order for any reason, you have the right to return your item within 30 days for a full refund or replacement as long as it is unused and in the same condition in which it was received. Please email jasmin@collavocetheatre.co.uk to organise your refund or replacement.

Unfortunately, postage costs are non-refundable, unless the return is due to a product fault or error on our part. Refunds will be issued to the original method of payment once the returned items are received.

We cannot be held responsible for returns that are lost or damaged in transit.

Feedback and Complaints

We are always open to feedback that helps us to improve. If you have any suggestions, complaints or other feedback about our products or services, please address them to jasmin@collavocetheatre.co.uk. Thank you!

