



Shipping Policy

Payment in full will be required before goods are dispatched. Any cheque payments must be cleared prior to dispatch. All prices shown are in (£) GBP. Prices may change from time to time and without notice.

Once an order has been dispatched by us, we cannot cancel, delay or amend the delivery address.

We aim to process orders within the specified lead time, which can change from time to time depending on busy periods. Goods are dispatched using Royal Mail, MyHermes Courier or Parcel Force depending upon which is most suitable and cost effective for your parcel weight and destination.

If, for some reason, your order cannot be delivered within the specified time, we will contact you immediately.

Additional import taxes, customs duties and fees may apply to orders placed for shipment outside of the UK. Any such charges are the sole responsibility of the recipient. Please note that any customs clearance procedures incurred may delay original shipping estimates.

Issues with non delivery of an item will be escalated to the courier for further investigation before any refund or replacement is arranged.

International customers choosing to return an order must state 'RETURNED ITEMS' on all packages or you may be liable for additional charges levied by UK customs.

Returns & Exchange Policy

All our lampshades are made to order specific to your requirements and therefore we regret returns and refunds are not possible once the lampshades have been made and dispatched (unless faulty or damaged). This includes all bespoke custom orders either placed via the website, email or over the phone.

Please contact us if you are unsure which size best meets your requirements or if you have any concerns with your purchased lampshade. Please see our sizes and styles page for guidance. We can assist by sending any samples/templates to give an idea of overall perspective.

All other non-bespoke items returned for exchange or refund must be received within 14 days of original receipt. Customers must provide notification of their intent to return any item to Carbon Velvet prior to posting.



Items must be returned in perfect unopened condition, with any cellophane intact, for a full refund for the goods only, your postage will not be refunded. We do not refund initial postage costs unless faulty or damaged in transit. If the cellophane has been removed goods will not be accepted. Items listed in a SALE section are considered final sale and may not be returned. Customers are liable for all return and re-shipping postage costs on exchanged items. Carbon Velvet will not be liable for returned items lost in transit therefore please use a tracked and insured service to return your items.

Refunds to Paypal can take up to 30 days and are subject to Paypal refund regulations.

Cancellation Policy

We reserve the right to cancel any purchase/order for any reason prior to dispatch and issue a full refund. If you wish to cancel your order, please contact us as soon as possible.