Privacy Policy

Last updated: 14 October 2026

Who We Are

Willow & Wonder is a trading name of My Elite Wardrobe LTD, company number 16020847. Business address: Little Ley, Nomansland, Devon, EX16 8NL. Email: info@willowandwonder.uk. My Elite Wardrobe LTD is the data controller responsible for the personal information described in this policy.

Information We Collect

We collect information you provide when placing an order, contacting us or subscribing to our mailing list. This may include your name, email address, telephone number, billing and delivery addresses, order details, payment status, transaction references, messages, return information and marketing preferences.

Our website services may also collect technical information, including your IP address, browser type, security logs and cookie preferences.

Payment providers process the payment information needed to complete your transaction under their own privacy notices.

If you send a gift directly to another person, we use the recipient details you provide to deliver the order.

How We Use Your Information

We use your information to process payments and fulfil orders; arrange deliveries, cancellations, returns and refunds; send essential order updates; respond to enquiries and complaints; maintain accounting records and meet legal obligations; protect our website against fraud or misuse; and send marketing emails where you have subscribed.

Our Legal Bases

Contract: To process your order and provide related services.

Legal obligation: To maintain records and comply with applicable legal requirements.

Legitimate interests: To provide customer support, resolve complaints and protect our business, while considering your rights and interests.

Consent: To send subscribed marketing emails and use optional tracking technologies where consent is required.

We need certain information to fulfil your order. If you do not provide it, we may be unable to process payment or arrange delivery.

Contact Forms

We use information submitted through our contact form to respond to your enquiry. Your telephone number and order number are optional unless needed to resolve a particular request. Contacting us does not automatically subscribe you to marketing.

Mailing-List Information

When you subscribe, we use your email address to send news, product updates and offers from Willow & Wonder.

You can unsubscribe at any time through the link in our marketing emails or by contacting us. Withdrawing consent does not affect earlier lawful processing. Essential order communications are separate from marketing emails.

Sharing Your Information

We share relevant information with service providers needed to operate our shop, including website hosting, ecommerce and technical support providers; payment processors; product fulfilment partners and delivery companies; email and mailing-list services; and accountants and professional advisers where necessary.

For example, fulfilment and delivery partners receive the name, address, order details and relevant contact information needed to deliver your purchase.

We may disclose information where required by law or to establish, exercise or defend legal claims.

International Processing

Some service providers may process information outside the UK. Where this occurs, we must ensure an appropriate lawful transfer arrangement is in place, such as recognised adequacy arrangements or approved contractual safeguards. You can contact us for information about safeguards relevant to your data.

Keeping Your Information

We retain personal information only for as long as needed for the purpose for which it was collected.

Order and financial records are retained to meet accounting and tax requirements and deal with relevant legal claims. Enquiry records are retained for as long as reasonably necessary to resolve the matter and manage follow-up issues.

Mailing-list information is retained while your subscription remains active. After you unsubscribe, we may keep a minimal suppression record to prevent further marketing.

Technical records are retained according to their security purpose and the settings of the relevant service.

Protecting Your Information

We use appropriate organisational and technical measures to protect personal information, including limiting access to those who need it for their work.

Your Rights

Depending on the circumstances, you have rights to access your personal information, correct inaccuracies, request deletion, restrict processing, request a portable copy of certain information and withdraw consent where we rely on it.

You also have the right to object to processing based on legitimate interests and to object to direct marketing at any time.

Some rights are subject to legal exceptions, including where we must retain records. Email info@willowandwonder.uk to make a request or raise a concern. You can also complain to the Information Commissioner's Office: https://ico.org.uk/make-a-complaint/.

Policy Updates

We may update this policy when our services or practices change. The latest version and update date will appear on this page.

Cookie Policy & Settings

Last updated: 14 October 2026

About This Policy

This policy explains cookies and similar technologies used in connection with Willow & Wonder. Willow & Wonder is a trading name of My Elite Wardrobe LTD, company number 16020847. Business address: Little Ley, Nomansland, Devon, EX16 8NL. Email: info@willowandwonder.uk.

What Are Cookies?

Cookies are small files placed on your device by a website. Similar technologies can also store or access information on your device. These technologies can support shopping features, remember choices or provide information about website use.

Essential Technologies

Essential technologies support services you request, such as keeping items in your basket, maintaining secure sessions and completing checkout. Technologies that qualify as strictly necessary do not require your consent.

Optional Technologies

Where our website uses optional technologies, Cookie Settings explains their purposes and allows you to control them. These may include features that remember preferences, measure website use or support advertising. Only categories actually used by our website should appear in your settings.

Under our consent settings, optional technologies remain disabled unless you choose to enable them.

Cookie Details

Our Cookie Settings panel provides information about the technologies used, including their names, providers, purposes and durations.

Managing Your Choices

You can accept optional cookies, reject them or select individual categories through our cookie banner. Continuing to browse does not count as consent.

You can change your preferences or withdraw consent at any time using Cookie Settings in the website footer. Withdrawing consent stops future use of the relevant optional technologies.

Browser Controls

Most browsers allow you to block or delete cookies. Check your browser's help section for instructions. Blocking essential cookies may prevent your basket, login or checkout from working correctly.

Personal Information

Where cookies or similar technologies involve personal information, our Privacy Policy also applies.

Contact Us

For questions about cookies or privacy, email info@willowandwonder.uk.

Cookie Banner: Your Cookie Choices

We use essential cookies to make our shop work. With your permission, we also use optional cookies as described in Cookie Settings.

You can accept, reject or customise your choices, and change them at any time.

Buttons: Accept Optional Cookies | Reject Optional Cookies | Manage Settings

Cookie Settings: Choose Your Preferences

Essential technologies remain active to provide the shopping services you request. You can choose whether to allow the optional categories shown below.

Essential - Always Active: Support necessary website functions, including the basket and secure checkout.

Buttons: Save My Preferences | Reject Optional Cookies | Accept Optional Cookies

Terms & Conditions

Last updated: 14 October 2026

1. About Us

Willow & Wonder is a trading name of My Elite Wardrobe LTD, company number 16020847. Business address: Little Ley, Nomansland, Devon, EX16 8NL. Email: info@willowandwonder.uk. These terms apply to purchases made by consumers through our website.

2. Product Information

Please read the product description before ordering, including dimensions, materials, ingredients, care instructions and safety information.

Natural products, such as gemstones, may vary in colour, pattern or shape. Products must still match their description. Product photographs are illustrative, and screen settings may affect how colours appear.

3. Placing an Order

Please check your products, quantities and delivery details before submitting your order.

An acknowledgement email confirms that we have received your order. We accept your order when we send an email expressly confirming acceptance or dispatch, whichever occurs first.

If we cannot accept or fulfil your order, we will explain the issue and refund any payment taken for the affected goods. We will not substitute a product without your agreement.

4. Prices and Payments

Prices are displayed in pounds sterling and include applicable VAT. Delivery charges and the total payable are displayed before you complete your order. Available payment methods are shown at checkout.

Where you choose a third-party payment or instalment service, its separate terms also apply.

If we identify a pricing error before accepting your order, we will contact you so you can choose whether to proceed at the correct price or cancel for a refund.

5. Delivery

Our Delivery & Returns page explains delivery charges, destinations and estimated times.

Orders are usually dispatched within 1-2 working days. During busy periods, particularly October to December, dispatch may take 3-4 working days. Standard UK delivery usually takes a further 2-5 working days after dispatch. Working days exclude weekends and bank holidays.

Unless another period is agreed, we will deliver within 30 days of accepting your order.

If delivery is delayed or your parcel does not arrive, contact us so we can investigate and explain the available options. Your legal rights concerning late or failed delivery remain unaffected.

Goods remain our responsibility until they reach you or a person you nominate to receive them, subject to applicable law.

6. Delivery Details and International Orders

You are responsible for providing an accurate delivery address. Contact us promptly if you notice an error.

Destination and product restrictions may apply. Available destinations are shown at checkout.

For international orders, import duties, local taxes or clearance fees may be payable by the recipient, as explained before ordering.

Large or bulky goods may require special arrangements. Any additional charge must be agreed before the order proceeds.

7. Changing Your Order

Email info@willowandwonder.uk as soon as possible if you wish to change your order. We will try to help, but changes may not be possible once processing or dispatch has begun. This does not affect your cancellation rights.

8. Your Right to Cancel

For most online purchases, you can cancel without giving a reason from the time you place your order until 14 days after the day you receive the goods.

If goods from one order arrive separately, the cancellation period normally ends 14 days after the day you receive the last item.

To cancel, email info@willowandwonder.uk with a clear statement that you wish to cancel. Please include your order number, name and the items you wish to cancel so we can identify your order. No paper form or signature is required. This email process does not restrict your statutory right to cancel by another clear statement.

9. Returning Unwanted Goods

After notifying us of cancellation, return the goods within a further 14 days. Contact us for the appropriate return address and instructions. Your right to cancel does not depend on receiving prior authorisation.

You are responsible for the direct return postage costs for unwanted goods. Where an item cannot normally be returned by post, we will provide information about the return cost before purchase.

Please package returns securely and keep proof of postage.

You can inspect goods as you would in a shop. We may reduce your refund to reflect a loss in value caused by handling beyond what is necessary to establish their nature, characteristics and functioning.

10. Cancellation Refunds

We will refund your original payment method within 14 days of receiving the returned goods or receiving evidence that you have sent them back, whichever occurs first.

For a cancelled order that has not been dispatched, we will refund within 14 days of being informed of your cancellation.

If you cancel your whole order, we will also refund the cheapest standard delivery charge offered for that order. Additional costs for an upgraded delivery service are not refundable.

Your payment provider may take additional time to display the refund.

11. Exceptions to Change-of-Mind Cancellation

The cancellation right does not apply to goods made to your specifications or clearly personalised; goods liable to deteriorate or expire rapidly; or sealed goods unsuitable for return for health or hygiene reasons once unsealed.

These exceptions do not affect your rights if goods are faulty or not as described.

12. Faulty, Damaged or Incorrect Goods

Goods must be of satisfactory quality, fit for their intended purpose and as described.

If an item is faulty, damaged or incorrect, contact info@willowandwonder.uk with your order details. Photographs, where possible, can help us investigate.

You normally have a 30-day right to reject faulty or misdescribed goods for a full refund. After this period, repair or replacement rights may apply, followed by other remedies where appropriate.

We will cover reasonable return costs where goods are faulty, damaged or incorrectly supplied. Contact us to arrange the return.

Please report delivery damage promptly to help us investigate. This request does not limit your statutory rights.

13. Safe Use

Follow the instructions and warnings supplied with your products, particularly candles, incense, oils and bath or body products.

Check ingredients before use if you have allergies or sensitivities. Product descriptions do not replace professional medical advice.

14. Our Responsibility

We are responsible for foreseeable loss or damage caused by our breach of these terms or failure to use reasonable care and skill.

We do not exclude liability where doing so would be unlawful, including liability for fraud or death or personal injury caused by negligence. Nothing in these terms limits your statutory consumer rights.

15. Privacy and Cookies

Our Privacy Policy explains how we handle your personal information. Our Cookie Policy explains website technologies and your choices.

16. Questions and Complaints

Please email info@willowandwonder.uk, including your order number where relevant and details of your concern.

You may also write to My Elite Wardrobe LTD, trading as Willow & Wonder, Little Ley, Nomansland, Devon, EX16 8NL.

We will investigate and work with you to resolve the matter.

17. Applicable Law

These terms are governed by the law of England and Wales. This does not remove mandatory consumer protections or rights to bring proceedings in your home jurisdiction where applicable.

Changes to these terms apply to future purchases and do not alter orders already accepted.