

## RETURNS POLICY

### Cancelling Your Order

You have the right to cancel your order up to **14 days** after you receive the goods. This period starts the following day after receiving the goods.

We ask you to return the goods in their original condition securely wrapped. You must also pay the postage for returning the goods.

You will be refunded the costs of the goods only (not the cost of shipping the goods to you), in the same method as the original payment was made.

Refunds will be made within **30 days** of cancellation. This does not affect your statutory rights.

### Faulty Goods

All goods sent out are checked before dispatch. If you find goods to be faulty, **we would ask you to first contact us for advice** before returning the goods for inspection.

Once you have reported the faulty goods to us, we will send you a returns note and information regarding the return process. We ask you to return the goods in their original condition securely wrapped and ensure the returns note is also included inside the packaging. We cannot accept responsibility for goods lost in transit to us.

If a refund is made, it will be done by the same method you used to pay the original transaction. Any faulty goods will need to be inspected by our Company before we taken any action.

If you have any queries or questions please contact us.

### Statutory Rights

Your statutory rights are not affected.

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