

# RETURNS & REFUNDS POLICY

In the unfortunate event that you do receive faulty goods or have changed your mind please follow our refund policy below:

You have the right to cancel at any time from the moment you place your online order, and up to 14 days from the day you receive your goods. You need to notify us of your wish to cancel your order within this time period and we will provide you with a RAN (Returns Authorisation Number) and an address to return the goods. You then have a further 14 days from the date you notify us of your cancellation to get them back to us. Unless the goods are faulty or not as described, you will be responsible for the cost of returning the goods to us. Any goods returned to us must be in pristine condition.

We strongly recommend that you return the goods by Royal Mail Special Delivery (or an equivalent 'signed for' service) to ensure proof of delivery and insurance for the goods. We cannot be responsible for any returned goods which are lost in transit. Refunds will only be made to the card used for the original purchase and will be made within 14 days on receipt of the returned goods.

Should the goods be faulty or develop a fault in their 12 month warranty period, please contact us directly. We will attempt to repair the goods or alternatively offer a replacement. If this is not possible we will offer a refund.

