



## Refunds and Cancellations Policy

### Cancellations prior to shipping:

All orders are processed through to our warehousing team automatically once your order is received to ensure an expedited delivery. Due to the extremely low latency from order to dispatch there is generally no option for the order to be cancelled prior to shipping. If the order is received at a time that allows a customer's cancellation request to be processed by Dillenger staff (such as over a weekend or if the order is a pre-order) we are able to process the cancellation and refund in full. If the order is financed, the terms of refund are those of the finance company (and any costs associated).

### Cancellations after shipping:

All Dillenger products are checked thoroughly for any defects in quality at the factory upon completion, again by a QC manager and a final check is completed in the UK prior to dispatch. This ensures we are only shipping products that are exactly as seen by the consumer on our websites and that the quality is of the highest standard. If there is damage in shipping or a manufacturing defect that is clear upon unboxing of a product, please contact our staff immediately for a full refund or replacement product.

For change of mind cancellations we adhere to the UK consumer protection laws which allows for a change of mind cancellation within 14 days of delivery. Due to how unique this style of product is there are a few caveats in the legislation that are involved to fairly protect Dillenger as a trader whilst still allowing us to offer the consumer this policy. We are upfront and open about this which is to be fair to customers and to manage expectations should a customer wish to cancel.

2013 No. 3134 CONSUMER PROTECTION. The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013:

1. A deduction in the amount of reimbursement (up to the value of the contract) is imposed where value of the goods are diminished as a result of handling by the consumer beyond what is necessary to establish the nature and characteristic of the goods. *Document reference Part 3, 34 – (9), (10) (a), (10) (b).*
2. It is the consumer's responsibility to return the goods to the trader's address within 14 days of cancellation (return address on our contact us page). *Document reference. Part 3, 35. – (2) (a), (4).*
3. Refunds are processed no later than 14 days from the day on which the trader received the goods back from the consumer. *Document reference. Part 3, 34 (5) (a), (b).*

Refunds are processed through PayPal and take 3-5 business days to process, less any deductions outlined above. To request a cancellation please email our staff with your request and your four-digit order number and we will get back to you within one business day.

Contact: <https://dillengerelectricbikes.co.uk/pages/contact>