

RETURNS AND CANCELLATIONS

Please Note - This information is an excerpt from our Returns & Cancellations document which can be viewed above, which in itself is an excerpt from our full Terms & Conditions.

You have a legal right to cancel a Contract under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (“CCRs”) during the period set out below. This means that during the relevant period if you change your mind or decide for any other reason that you do not want to receive or keep a Product and/or receive a Service, you can notify us of your decision to cancel the Contract and receive a refund. Advice about your legal right to cancel the Contract is available from your local Citizens’ Advice Bureau or Trading Standards office.

To cancel a Contract, you just need to let us know that you have decided to cancel and, insofar as the Contract (or part of the Contract being cancelled) is for the purchase of Products, return such Products to us. The easiest way to do this is to complete the cancellation form at the top of this page. A link to the website cancellation form will be included in our Dispatch Confirmation. If you use this method we will e-mail you to confirm we have received your cancellation.

Your legal right to cancel a Contract starts from the date of the Dispatch Confirmation or Confirmation of Services, which is when the Contract between us is formed. Your deadline for cancelling the Contract then depends on what you have ordered and how it is delivered, as set out in the table below:

Your Contract	End of the cancellation period
Your Contract is for a single Product (which is not delivered in instalments on separate days).	The end date is the end of 14 days after the day on which you receive the Product.
Your Contract is for either of the following, One Product which is delivered in instalments on separate days, or Multiple Products which are delivered on separate days.	The end date is 14 days after the day on which you receive the last instalment of the Product or the last of the separate Products ordered.
Your Contract is for the regular delivery of a Product over a set period.	The end date is 14 days after the day on which you receive the first delivery of the Products.

Exceptions:

This cancellation right does not apply in the case of:

- Any Products which we have identified to you as being Products that we do not normally hold in stock which we have had to order in from a supplier,
- Any Products which are made to your specification and or are clearly personalised,
- Any Products which are liable to deteriorate or expire rapidly,
- A Contract where you have specifically requested a visit from us (or any of our employees, subcontractors or agents) for the purpose of carrying out urgent repairs or maintenance,
- Any Products which become mixed inseparably with other items after their delivery.

Refunds:

We will refund you on the credit card or debit card used by you to pay or via PayPal if you paid by such means. We shall make any refunds due to you as soon as possible and in any event within the deadlines indicated below:

- Within 14 days after the day on which we receive the Product back from you or, if earlier, the day on which you provide us with evidence that you have sent the Product back to us.
- If you have not received the Product or you have received it and we have offered to collect it from you,
- Within 14 days after you inform us that you wish to cancel a Contract

If you have returned the Products to us because they are faulty or mis-described, we will refund the price of the Products in full, together with any applicable delivery charges, and any reasonable costs you incur in returning the item to us (provided that such costs of return only relate to return from within the country to which the Products were originally delivered by us).

Restocking Fees:

If you return Products to us after the expiry of the applicable cancellation period outlined above, but within 30 days of the date of the Dispatch Confirmation, we will refund the price of the Products (excluding delivery charges) but shall deduct the Restocking Fees set out in the table below from your refund:

Price of Product (including VAT)	Restocking Fee
Under £400	15% of the item price
Between £400 & £1500	12.5% of the item price
Over £1500	10% of the item price

If you return Products, you shall be responsible for all delivery and other such costs incurred by you in doing so. We are under no obligation to make the refund if the Products show signs of use or are in condition different to that when they were delivered to you. If you are unable to send the Products back to us, we may collect them from you and deduct our costs in doing so from your refund. We may, at our absolute discretion, accept returns of Products from you after the period specified above and shall be entitled to deduct such amount from your refund as we see fit.

For more information, please read our full terms and conditions.