

## **SUMMARY**

We will gladly exchange or refund your unused purchase if you return it within 90 days of receipt. All items must be returned as new and with all packaging / labels still attached. Simply post your goods back to us in their original packaging, together with a copy of your invoice, explaining how you would like to proceed.

Refunds and exchanges will be processed upon receipt of goods that are in re-saleable condition and accompanied by a returns note. Return postage costs are the responsibility of the customer please see below for return options.

Please ensure you ask for proof of postage. We regret that we cannot be held responsible for returned goods lost in transit. If in doubt, please call us for advice on 01768 864211.

Orders received after 30th September can be exchanged or refunded up to 31st January.

## **FAULTY GOODS RETURNS OR EXCHANGES**

If an item is found to be faulty or damaged, please notify us immediately via phone or email and we will advise you how to proceed.

**Telephone:** 01768 864211 or **Email:** [sales@johnnorris.co.uk](mailto:sales@johnnorris.co.uk)

**In order to comply with Health & Safety regulations, any faulty items being returned for assessment must be in a clean and dry condition free from mud and dirt.**

**We regret that we are unable to process items that do not meet this criteria and such items will be returned back to you.**

**In some cases the manufacturer/supplier may require to see the item(s) before repair or replacement can be agreed.**

## **RETURNING ITEMS HAVING CHANGED YOUR MIND**

There are 4 preferred options listed below: Whichever option you choose, please complete our returns form which is printed on the reverse of your invoice.

### **OPTION 1 - Return to store in person.**

How to return - Complete your returns note and bring into our shop with the goods.

### **OPTION 2 - Yodel.**

- **Cost - £3.99**
- **Printer required - No**
- **Trackable - Yes**

**Please check your local drop off points before completing the form.**

How to return - [Click here](#) for the Yodel website, then download, print and attach the returns label to your parcel enclosing the returns note and take to a Yodel store. Alternatively if you do not have access to a printer you can download a barcode to your smart phone.

Please note – Any parcels being returned via Yodel must be no bigger than 60cm x 50cm x 50cm and weigh less than 10kg.

### **OPTION 3 - DPD.**

- **Cost - £3.99**
- **Printer required - Yes**
- **Trackable - Yes**

**Please check your local drop off points before completing the form.**

How to return (a printer is required) - [click here](#) for the DPD website, complete the form and a label will be emailed to you to print off and attach to your parcel and take to your local drop off point.

Please note parcels must weigh less than 20kg. The 2 longest sides are less than 120cm when added together.

### **OPTION 4 - Royal Mail.**

- **Cost - Variable**
- **Printer required - No**
- **Trackable - Optional**

How to return - Enclose your returns note and take your parcel to your local Post Office.

Depending on the dimensions & weight of your parcel Royal Mail could be a cheaper alternative to Yodel or DPD.

The Post Office may charge an additional fee for a trackable service. Please check with your local branch.

### ***RETURNS FROM OUTSIDE THE UK***

Package should be clearly marked GOODS BEING RETURNED TO COUNTRY OF ORIGIN. This information should also be entered on any customs declaration that is required. John Norris of Penrith reserves the right to refuse any returned parcel that has attracted any customs charges.

### ***REFUNDS***

We can only process refunds via the original payment method used for the purchase.

### ***DISTANCE SELLING REGULATIONS***

Under the UK Distance Selling Regulations, you have 14 working days (from the day after you receive your goods) to cancel the contract for your order with us. In this case we will issue you with a full refund however you will need to return the entire order at your own cost. In all cases, the goods must be in an unused and saleable condition with all tags and labels attached and will be inspected on their return.

If you decide to cancel the contract for your order with John Norris you must let us know in writing (email is fine), quoting your customer number.

