

8. Cancellations and returns.

a) Products may be returned if they meet the following requirements:

There is no physical damage apparent on the product.

The product is in a clean condition.

The product has not been tampered with and is still in its original state.

The product is still in its original packaging.

b) Process for Returns.

Notify us by email within 14 days of delivery if you wish to return our product.

You have another 14 days to return the products once you have advised us in writing of your intention to do so.

Ensure the product is securely packaged to prevent damage.

As soon as the product is returned in the condition as stated above, we will arrange a full refund within 14 days of receipt of the product.

Standard postage will be paid by ourselves within the United Kingdom.

Standard postage will be paid by ourselves for products bought outside of the United Kingdom except for VAT, customs duty or other unforeseen costs which will be your responsibility to pay.

c) Products received Damaged.

If the product arrives damaged, notify us within 24 hours and send photos of the damage.

The photos will be used to process a claim through the courier.

The product and all packaging must be retained for 40 days as some couriers will request inspection before a claim can be made.