REFUNDS POLICY

1. If you are exercising your rights under T&C’s, we may reduce your refund of the price (excluding delivery costs) to reflect any reduction in the value of the Goods, if this has been caused by your handling them in a way which would cause damage. If we refund you the price paid before we are able to inspect the Goods and later discover you have handled them in an unacceptable way, you must pay us an appropriate amount.
2. Where the product is a Service, we may deduct from any refund an amount for the supply of the Service for the period for which it was supplied, ending with the time when you told us you had changed your mind. The amount will be in proportion to what has been supplied, within 14 days of you telling us you have changed your mind, subject to when the Service is terminated, and we are aware of this.
3. When you return Goods to us which are outside the terms and are returned to us, via the Website or otherwise and are incorrectly supplied or the Goods have been misdescribed to you, provided the Goods are returned as new in their original packaging and the product documentation, these items shall be refunded, exchanged or replaced if they are returned within 30 days in comparison with the full coverage of these Terms
4. If you are exercising your right to change your mind then if the products are Goods and we have not offered to collect them, your refund will be processed within 14 days from the day on which we receive the Goods back from you or, if earlier, the day on which you provide us with evidence that you have sent the Goods back to us.
5. In all other cases, your refund will be processed without undue delay, and not later than:

  5.1    14 days after you return the Goods to us and provide us with proof of purchase; or

  5.2    (if earlier) 14 days after the day you provide evidence that you have returned the Goods; or

  5.2.1    confirm to us in writing that you no longer want the Goods and require a refund; or

  5.3    if there were no Goods supplied, 14 days after the day on which we are informed about your decision to cancel a Contract.

  5.4    for any other reason (outside the terms), we will examine the returned Goods and will either notify you in writing (including e-mail) within a reasonable time of the refund (if any at all) to which you are entitled.  We will usually process the refund due to you as soon as possible thereafter.  For any entitlement of a refund to be due to you, the returned Goods must be in the same condition in which you received them with the original packaging and the product documentation.  Goods returned to us because they fail to comply with the Warranty will be dealt with in accordance with the provisions of the Warranty Conditions.
6. We will pay the costs of return:

  6.1    if the Goods are faulty or misdescribed as per clause;

  6.2    if you are terminating a Contract because we have told you of an upcoming change to the Goods or these terms, an error in pricing or description, a delay in delivery due to events outside our control or because you have a legal right to do so as a result of something we have done wrong; or

  6.3    on occasions, in accordance with T&C’s
7. We will normally refund any money due to you using the same method originally used by you to pay for your purchase. This may take your bank approximately 3-5 working days from the date the refund is processed by us.
8. **Please Note: We will not accept responsibility for loss or damage of returning Goods during transit.**
9. Any reference in these Terms to the refusal or return of Goods in their “original packaging” (or any similar phrase) means that the Goods must be returned in the same condition, and inside the same packaging, as they were received together with any documentation which accompanied such Goods, and must not have been used in any way (any mark or smell of (without limitation) fuel, toxins or rubber shall invalidate any return) and, where applicable, must not have been removed from the sealed clear packaging.  This includes electrical items, which are supplied in sealed clear packaging.