

Terms of sales

Warranty Information

Warranty

All items carry a 12 month warranty

We only replace items if they are defective due to a manufacturing fault within the manufacturer's warranty period.

For warranty claims, please contact support@sprocketandgear.co.uk detailing your name, address, order number and defect(s), together with any images clearly showing the issue.

Once we have provided advice and assessment, we will instruct you on the next steps.

If we require you to send the item back to us, package the returned item in an enclosed bag or box with adequate protection. Buyers are responsible for return carriage to us. Please do not stick the postage label or write directly on the item or the item's packaging. Please include your name, address, order number and detail of the defect.

Please do not send your item(s) back to the manufacturer.

A repair, replacement or refund can only be offered once the original item has been inspected and authorised by the manufacturer.

Refund Policy

Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also confirm the approval or rejection of any refund.

If approved, your refund will be authorised, and a credit will automatically be applied to your original method of payment.

Return Policy

Please refer to the information below for the specific terms, conditions and requirements regarding your reason for returning an item.

Return Address

Sprocket and Gear (Returns)

Kingfisher Works

Tag Lane

Hare Hatch

RG10 9SH

United Kingdom

If you are shipping an item over £50, you should consider using a trackable shipping service or purchasing shipping insurance as we cannot guarantee delivery of your returned item.

Unwanted Items

We offer a no-quibble 30 days return policy. If you no longer want it, for any reason, you can return it to us. If 30 days have gone by since your delivery, unfortunately we cannot offer you a refund or exchange. Please note, we do not reimburse your return postage costs.

To be eligible for a return, your item must be unused and as new. It must also be in its original packaging. Send the returned item back in its original packaging in an enclosed bag or box with adequate protection. Please do not stick the postage label or write directly on the item or on its packaging.

Please enclose your name, address and order number inside your package to avoid processing delays.

Once the item is returned to us, our Returns Department will inspect the item for eligibility for a refund. We will contact you after our inspection. We only issue a refund once the item is received, inspected and authorised by our Returns Department.

We will not credit or pay any additional postage costs. We do not take any responsibility for your returned items while they are in transit. Please retain your return postage receipt for your records.

Several types of goods are exempt from being returned. Perishable goods such as food cannot be returned. We also do not accept products that are intimate goods, such as opened creams and lotions.

Additional non-returnable items:

- Gift cards
- Downloadable software products
- Some health and personal care items.

There are certain situations where partial refunds may be granted (at our discretion)

- An item with obvious signs of use/installation
- Any item not in its original condition, damaged or missing parts or packaging
- Any item returned more than 30 days after delivery.

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also confirm the approval or rejection of any refund.

If approved, your refund will be authorised, and a credit will automatically be applied to your original method of payment.

Late or missing refunds (if applicable)

Please allow up to 10 working days for a refund to appear in your account. If you have not received a refund yet, first contact your bank, then contact your payment provider as their processing times can vary.

If you have done all of this and you still have not received your refund, please contact us at support@sprocketandgear.co.uk and we will try to help.

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Warranty Claims (if applicable)

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Incorrect items supplied

If we sent you an incorrect item in error, please contact us immediately upon receipt of the goods at support@sprocketandgear.co.uk.

We will aim to resolve the issue as soon as possible.

Please notify us of any order errors within 14 days of the purchase date.

Return Fees

If the item is damaged or incorrect then we will issue a free returns label to return the item.

For other reasons for returning an item the return postage is at the buyers expense

Carriers Delivery Time

All our items are sent using a tracked service

The majority of items are via Royal Mail but some items are sent via dedicated couriers

Standard free delivery is 3-5 days but other faster options are available on checkout

Returns Period

30_Days