

# Terms of sales

## Warranty Information

Some brands will offer their own warranty that will be fully documented within the product package you receive. For all other products, we offer a standard 30-day faulty product warranty as detailed in the "Faulty or Incorrect Item delivered" section below. Any warranty for faulty products is not insurance backed and does not affect statutory rights.

## Refund Policy

You may return most new, unopened items in original packaging within 14 days of delivery for a full refund. You should expect to receive your refund within two weeks of giving your package to the return shipper, however, in many cases, you will receive a refund more quickly.

Exchange: If you wish to exchange any items (change of size/colour/product) within 14 days of receiving your order.

## Return Policy

You may return any item purchased for a full refund subject to the terms and conditions that apply as stated on this website. Please note that we will endeavor to provide refunds for returns within 14 days from proof of return. Please be advised we can only accept items returned in their original condition and packaging; items must be unused and in a resalable condition. Sometimes we will need to have the item checked. If so, after checking the item, we shall be in contact with you to let you know that the refund has been rejected or processed. You should expect to receive your refund within two weeks of giving your package to the return shipper, however, in many cases, you will receive a refund more quickly. This time period includes the transit time for us to receive your return from the shipper (5 to 10 business days), the time it takes for us to process your return once we receive it (3 to 5 business days), and the time it takes for your bank to process our refund request (5 to 10 business days).

We want to make returning unwanted items to us as easy as possible. A copy of the form can be downloaded at the bottom of this page. Please complete the form and return it along with your items to the address listed. Please select an option from the headings below to see further information on returning items to us.

We use PayPal to clear all payments made on our website regardless of the method of payment the buyer uses. PayPal is our payment gateway and payment clearance, provider. Using PayPal, If you send any buyer a refund any time within 60 days of receiving the payment, PayPal will make the refund payment back to the buyer's PayPal balance or card, depending on the payment method used by the buyer. If a refund is due and it is 60 days or more after the initial purchase was made, then PayPal will email the buyer to advise them that they have funds available and give those options to retrieve these funds.

## Return Fees

There are no return fees.

## Carriers Delivery Time

Standard delivery up to 7 working days

## Returns Period

14\_Days