



Information Center

SUBJECT

E-SHOP

QUESTION

Is it possible to return an item or order?

ANSWER

We will replace or refund any item, provided that it is returned unused and in its original packaging, within 14 calendar days from when you receive it.

No postage is required. As a partial contribution to the costs we incur for the returns processing, you will be charged with a return handling fee of £4.50. It will be deducted from your refund.

Note that we will not issue a refund if we consider that you have not taken reasonable care of the items. They must be in a condition in which they can easily be made ready for re-sale. In particular:

* In the case of items where issues of hygiene are important, the goods have been removed from the protective packaging.

* If the goods have been used in a way, or to an extent, beyond what you would reasonably expect to do if purchasing the goods in a shop.