

Returns policy

1. Introduction

- 1.1 We understand that from time to time you may wish to return a product to us.
- 1.2 We have created this policy to enable you to return products to us in appropriate circumstances.
- 1.3 This policy shall apply [to all of our customers, irrespective of their geographical location].
- 1.4 This policy shall apply to [all orders submitted through our website].

2. Returns procedure

- 2.1 In order to take advantage of your rights under this policy, you must contact us to obtain a return authorisation number, and then send the product to us with a covering note quoting that number.
- 2.2 You will be responsible for paying postage costs associated with returns under this policy. / We will pay the costs associated with the return of products in accordance with this policy.

3. Refunds

- 3.1 We will give you a refund for the price you paid to us in respect of any product properly returned by you in accordance with this policy.
- 3.2 We will not refund to you the original delivery charges relating to the returned product.
- 3.3 We will refund to you your reasonable postage costs incurred returning the product to us. / We will not refund to you any costs you incur in returning the product to us.
- 3.4 We will usually refund any money received from you using the same method originally used by you to pay for your purchase.
- 3.5 We will process the refund due to you as soon as possible and, in any event, within 30 days following the day we receive your returned product.

4. Improper returns

- 4.1 If you return a product in contravention of this policy, and you do not have any other legal right to a refund or exchange in respect of that product:
 - (a) we will not refund the purchase price or exchange the product;
 - (b) we may retain the returned product until you pay to us such additional amount as we may charge for re-delivery of the returned product; and
 - (c) if we do not receive payment of such additional amount within 14 days of issuing a request for payment, we may destroy or otherwise dispose of the returned product in our sole discretion without any liability to you.