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Rollesby Road, Hardwick Trading Estate,  
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## RETURNING AND REFUNDING OF GOODS

1. You have the right to cancel a Contract under the Consumer Protection (Distance Selling) Regulations 2000) during the relevant period. This means that during the relevant period if you change your mind or for any other reason you decide you do not want to keep the Goods, you can notify us of your decision to cancel the Contract and receive a refund. This only applies to Goods that we have not made in our factory and are not Bespoke.
2. As our Bespoke Goods are made to your requirements, you will not be able to cancel your order in accordance with Clause 1 (but this will not affect your legal rights as a Consumer in relation to Bespoke Goods that are faulty or not as described).
3. To cancel a Contract, please contact us by telephone or email us. All cancellations must also be confirmed in writing.
4. If you wish to return goods to us because they are believed faulty or mis-described, we will refund the price of all defective goods in full and arrange collection. You will be responsible for loading the transport and ensuring the goods are securely packaged.
5. If the goods are not being returned under the above clause or discovered not to be defective or faulty you will be liable for the return carriage and restocking charges.
6. Restocking charges will be a minimum of 35% and dependent on the condition the goods arrive back at our premises. This is at our discretion.
7. The Goods must be returned to us as soon as reasonably practicable. We will collect the Goods from the address to which they were delivered. We will contact you to arrange a suitable time for collection.
8. Open packs cannot be returned for credit.
9. You have a legal obligation to keep the goods in your possession and to take reasonable care of the Goods while they are in your possession.
10. You will be responsible for loading the transport sent to collect the returning Goods including strapping and protection to ensure the Goods reach us in a good and safe condition.
11. We will refund you on the credit/debit card or payment method used by you to pay for the Goods.
12. Refunds will be made within 30 days of the date of return.
13. These clauses are to be read in conjunction with our Terms and Conditions.