

# **Returns, Faulty Goods & Cancellations Policy**

## **RETURNS**

We hope you will be pleased with your purchase. Should you wish to return anything to us we will be happy to refund or exchange any goods returned to us unused, undamaged and fully re-saleable condition. To return a product, you must notify us within 14 working days\* of receiving your order. You then have 14 working days in which to return the items.

You remain responsible for the items until they reach us. You are also liable for cost of returning any goods (other than faulty goods). Returned goods must be sent with proof of postage and be insured for the full product value (via Special Delivery or a reputable courier company). If the goods are not returned, lost, missing or are damaged, it is your responsibility to claim under their delivery insurance agreement. Please keep your proof of postage from the Post Office or Courier Company until we have confirmed that we have received your returned items. Refunds will be made to debit/credit cards within 5 working days of receiving the returned goods.

## **FAULTY GOODS**

In the unlikely event of your goods being delivered in a damaged or faulty condition, we will offer a full refund or exchange. Goods should be inspected by the buyer immediately upon delivery or collection. If goods are found to be damaged or faulty, please notify Red Survey within 48 hours of them being delivered via email or telephone (01963 351337). If the buyer fails to do so, the buyer shall be deemed to have accepted the goods.

Where a claim of defect or damage is made, the goods shall be returned by the buyer to Red Survey, along with written details of the defect or damage. The buyer shall be entitled to a full refund (including delivery costs) plus any return postal charges if the goods are found to be faulty or defective.

If there is a fault with your product within 12 months of delivery, we usually offer a repair or exchange service, depending on the individual product. We reserve the right to inspect the product to verify the fault. If a fault occurs, please call 01963 351337 and we will try and help resolve the issue over the phone. Please note that our Faulty Goods Policy does not cover faults caused by accident, neglect, misuse or normal wear and tear.

### **ORDER CHANGES & CANCELLATIONS**

In most cases, we have a small window in which we can cancel an order. Goods that are ordered cannot be cancelled once the order has been despatched. Please call 01963 351337 to see if goods have been dispatched. If you cancel an order but it has been despatched, you can only return goods within the 14-working day period after they have been delivered.

Goods must be returned by the buyer at the buyer's expense and should be adequately insured during the return journey. The buyer will receive a refund of all monies paid for the goods (excluding delivery charges) within 30 days of cancellation. If the buyer fails to return the goods within 30 days following cancellation, the seller shall be entitled to deduct the costs of recovering the goods from the buyer.

Our Returns, Faulty Goods and Cancellations Policy does not take away any rights you may have under consumer law. For more information contact your local Citizens Advice Bureau ([www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)).

This Returns Policy is in accordance with your right to cancel a contract formed at a distance under the Consumer Protection (Distance Selling) Regulations 2000.

\*A working day is any day except Saturday and Sunday and bank holidays/other public holidays.