

## Returns and After Sales Policy

### Cancellation of orders

You may not cancel any order which we have accepted except with our written agreement and on terms that you will indemnify us in full against all loss (including loss of profit), costs (including the cost of all labour and materials used), damages, charges and expenses which we incur as a result of cancellation.

In the case of a service contract, the cancellation period will expire after 14 days from the day of the conclusion of the contract.

If you have requested we begin the performance of any service, such as installation of a product, within the 14 day cancellation period we have the right to retain any charge paid for services which have already begun or been completed.

### Return of unwanted goods

You may not return unwanted goods except with our written agreement and on terms that you will indemnify us in full against all loss (including loss of profit), costs (including the cost of all labour and materials used), damages, charges and expenses which we incur as a result of the return.

If you want to return unwanted goods, they must be unopened and in their original packaging and the return requested within 14 days of delivery date. Upon receipt of your return request, we will provide you with a returns number and form to be enclosed / attached with the goods. The goods must be returned to us within 7 days of the returns request. We reserve the right to apply a 15% re-stocking fee for returned goods.

If you request that unwanted goods are collected, we will charge carriage based on the size and weight of the goods.

We reserve the right to make an additional deduction from the refund for any loss in value of the goods or packaging if the loss is a result of any unnecessary handling by you.

Refunds/credits take 3-5 working days to be credited to your account upon receipt of the returned goods, minus any re-stocking or carriage fees as applicable.

### We cannot refund/cancel your purchase when:

- There is a contract for services with the product and you have started using the services.
- The goods were a special order to your specification.

### Delivery error

You will notify us of any claim based on an order / delivery error in (whether or not you refuse delivery) within seven days of the date of delivery.

If you do not notify us accordingly you will not be entitled to reject the Goods and we will have no liability for such defect or failure. You will be bound to pay the price as if the Goods had been delivered in accordance with the Contract.

In the event of an incorrect delivery, we will collect incorrect items free of charge and supply the correct item as soon as possible.

Once we have received the goods back from you, we will give you a refund/credit for the cost of the product minus any re-stocking or carriage fees as applicable.

We reserve the right to make an additional deduction from the refund for any loss in value of the goods if the loss is a result of any unnecessary handling by you.