



CANCELLATION, RETURN AND REFUND POLICY

13.1 - The buyer may cancel any order for goods for any reason up to the point production has begun and any payments made by the buyer shall be refunded in full within 28 days. The buyer may cancel any contract for services at any time before seven working days has passed from the day after the contract was made and any payments made by the buyer shall be refunded in full within 28 days. If, however, the supplier starts to perform its side of the contract with the agreement of the buyer before the buyer exercises this right to cancel, the right to cancel is lost.

13.2 - The buyer shall inspect the goods immediately upon receipt and shall notify the supplier by e-mail or letter within 72 hours of delivery if the goods are damaged or do not comply with any of the contract. If the buyer fails to do so the buyer shall be deemed to have accepted the Goods.

13.3 - Where a claim of defect or damage is made, the goods shall be returned by the buyer to the supplier within 7 days of delivery. The buyer shall be entitled to a replacement or a full refund (including delivery costs) plus any return postal charges if the goods are in fact defective.

13.4 - Goods to be returned must clearly show the order number obtained from the supplier on the package.

13.5 - Where returned goods are found to be damaged due to the buyer's fault the buyer will be liable for the cost of remedying such damage.