**RETURN POLICY**

**1. YOU CHANGE YOUR MIND**

You must return your items within 14 days of requesting the item must be returned to us in brand new condition, exactly as it was when you received it. All items returned must be unused and in their original packaging. Incomplete, torn, worn, soiled or anything we may believe has been used will not be accepted.

**2. THE ITEM DOESN’T MATCH THE DESCRIPTION**

We work hard to present the products on our websites as accurately as possible. As much as we try to avoid it, on some occasions the information on our websites may contain inaccuracies. If the item is so different from the description that you would not have bought it, you are entitled to a refund. Please contact our customer service team to arrange a refund including the cost of postage for returning the item.

**3. THE ITEM HAS A MINOR FAULT**

Please contact our customer service team who will request evidence of the minor fault and upon receipt of that evidence, will offer you a partial refund without the need to return the item or the option to return the item for a replacement or refund including the cost of postage for returning the item.

**4. THE ITEM HAS A MAJOR FAULT**

You are entitled to choose between a refund, repair or replacement of the item (subject to availability), along with compensation for any other reasonably foreseeable loss or damage. Please contact our customer service team to arrange a repair, replacement or refund including the cost of postage for returning the item.

**5. WHEN WILL I RECEIVE MY REFUND FOR THE RETURN?**

As soon as we have received your return a refund will be processed within 8 days. We will send you an update by email once we have received and checked your return.