

Returns

28 day cooling off period

If you would like to return an item please notify us within 14 days of your order being delivered. You then have a further 14 days to return the item back to the seller. This gives you a maximum of 28 days in total to return an item.

Please note that we are unable to accept returns for the following unless they are damaged or faulty:

- Perishable items.
- Unsealed items with a protective seal due to health protection or hygiene reasons.
- Medicinal products or services that are either dispensed on prescription or are available free elsewhere

Please note, this does not affect your statutory rights.

Where do I send returns?

Once our Customer Care team have been notified, please arrange postage to the return address provided by the seller when the item was delivered to you

Unfortunately, we're unable to cover the costs of returning your items and cannot be liable for any damages incurred during transit. Please ensure they are properly secured and packaged and we'd recommend sending all returns via a recorded delivery service.

How long will it take to process my refund?

We aim to process your refund within 12-15 days of receiving your item, however it can take up to 30 days to receive the refund via the original payment method.

Once you've cancelled the contract, you have a legal 'duty of care' to keep the items in a good condition and return them at your expense. We are entitled to deduct an amount from the refund to reflect any loss of revenue in the value of goods supplied which may be 100%, if the loss is the result of unnecessary handling of the goods by you.