

Customer Right To Cancel – how to cancel your order

Customer Contracts Regulations 2014

Under new consumer regulations, if you purchase your product from us over the phone or online you have the right to cancel the order without any given reason as long as you contact us within 14 days of receiving your complete order. All items must be returned to us in 'as new or showroom' condition meaning they should show no signs of use, wear and tear or damage and retain the original packaging where possible.

Once returned to us and the condition of the returned product is assessed as acceptable, we will process a full refund, where delivery has been charged on the original shipment we will refund our standard delivery charge but enhanced or timed delivery charges will not be refunded.

Please note the cost of returning the items to us must be covered by the customer (this does not apply to faulty goods still under warranty) and where goods have been damaged, marked or show signs of excessive testing or use (outside the normal bounds of showroom use) a charge will be made to compensate for the reduction in value. We recommend that when arranging delivery back to us that you make sure your goods are insured to their full value whilst in transit.

PLEASE NOTE - Custom/bespoke or special order items cannot be cancelled.

If you wish to exercise this right please contact us within 14 of receiving your order either by email, by phone or by post. We can then confirm the returning of the product to us.