

Refunds & cancellations

Under the Distance Selling Regulations you are entitled to a seven day cooling off period upon receipt of your goods. During this seven day period, you are entitled to cancel your order and receive a full refund. In this instance you must:

- Contact us within seven days by phone on 0151 339 3195 AND
- Confirm your decision in writing either by letter, fax or email
- We will arrange for the items to be returned and refund you within 30 days
- If goods are in good working order and undamaged we reserve the right to charge you the return delivery cost of those goods
- If however the goods are faulty, damaged or not in good working order upon delivery we will cover the cost of return and, if necessary, replacement
- If goods are delivered to a third party you will only be able to exercise this right if you are able to return the goods you originally ordered
- If, after ordering items from our website, you wish to cancel your order, you may do so at any time up until the time of delivery. However if this is the case, please contact us as soon as possible on 0151 339 3195. Once we have acknowledged your cancellation you will receive a full refund using the same payment method you originally used

We reserve the right to cancel and not accept any orders if any of the following apply:

- We do not deliver to your area
- We do not have sufficient stock
- Any of the ordered products you order have been incorrectly priced or described on our website
- Your payment is not authorised

