

Cancellation Policy

Cancelling an Order/Returns Procedure

Before the goods are dispatched you have the following rights to cancel an order for goods.

- a. You may cancel an Order for Goods at any time before We despatch the goods by contacting us by phone. We will then confirm your cancellation in writing.
- b. If you cancel an order under clause (refer to terms and conditions) 10.1(a) and you have made any payment in advance for goods that have not been delivered to you. We will refund these amounts.
- c. Unfortunately if you cancel an Order for Goods under clause 10.(a) and We have already despatched your goods to you, We will not be able to cancel your Order until it is delivered (or collected). In this case if you return the Goods to us, we will have to charge you the cost of collection or you will have to pay the cost of returning the goods to us. Any delivery and / or collection fees may be deducted from the refund that is due to you. Any refunds will be paid within 30 days.

Our cancellation rights

If we have to cancel an Order for Goods before they are delivered;

- a. We may have to cancel an Order before the goods are delivered, due to an event outside our control or the unavailability of stock. We will promptly contact you if this happens.
- b. If we have to cancel an Order under clause 11(a) and you have made payment in advance of Goods that have not been delivered to you, We will refund the amounts to you within 30 days
- c. Where we have already started work on your Order for made to measure or personalised Goods by the time We have to cancel under clause 11(a) We will not charge you anything and you will not have to make any payment to Us.