

# Refunds & Returns Policy

## In the unlikely event of the goods being faulty

As a consumer, you have legal rights in relation to Goods that are faulty or not as described. Advice about your legal rights can be sought from your local Citizens'Advice Bureau or Trading Standards office.

## Sellers Guarantee of goods

We guarantee that on delivery and for a period of 12 months from the delivery, the Goods shall be free from material defects. However, this guarantee does not apply in the circumstances described in Clause 6.2.

This guarantee does not apply to goods arising from

- Fair wear and tear;
- Wilful damage, abnormal storage or working conditions, accident, negligence by you or any third party;
- If you fail to operate or use Goods in accordance with the user instructions;
- Any alteration or repair by you or by a third party who is not one of Our authorised repairers; and
- Any specification provided by you.

If there is a problem with the goods you must tell us within 24 hours. We will not accept returns that are incomplete, not in unopened packaging or not in original condition.

No returns will be accepted if the goods are not returned within 3 days after receipt.

All costs associated with the return of the goods will need to be paid by the customer.

Replacement product will be offered in the first instance

When returning goods please contact our customer service department on 020 3026 2200, and post them to PodsAway Ltd, C/O Realise futures, Lovetofts Drive, Ipswich, Suffolk, IP1 5NZ.