

## RETURNS PROCEDURE - BoilerJuice Shop Products

### 1.1 Cancellation and returns

1.1.1 You can cancel any orders and/or Contracts at any time prior to the Goods leaving our premises by telephoning us on 01480 775454 or by email to [customer.services@boilerjuice.com](mailto:customer.services@boilerjuice.com).

### 1.2 Faulty Goods

1.2.1 We ask that you inspect the Goods upon receipt and if you identify any faults or issues then please let us know as soon as possible.

1.2.2 If a fault is found with the Goods you will be entitled to a replacement provided that, if the fault is one which would be reasonably obvious from a visual inspection of the Goods, this is brought to our attention within a reasonable time after delivery (for Business Customers you must notify us within 30 days from delivery). If a replacement is not available, you may be able to claim part or full refund of your money.

### 1.3 Non-Faulty Goods

1.3.1 If you purchased your Goods online, by telephone or online you may cancel a Contract at any time within fourteen (14) working days, beginning on the day after you received the Goods. In this case, you will receive a full refund of the price paid for the Goods in accordance with our returns policy below.

### 1.4 Return

1.4.1 We are happy to accept returned Goods in the following circumstances:

- (a) when we have sent incorrect Goods (i.e. not what you ordered as shown on your order confirmation);
- (b) when the Goods are faulty (and can be shown to be faulty within twelve (12) months of purchase) or
- (c) when you cancel your contract with us as described in paragraph 1.3.1.

1.4.2 In the circumstances described above, we will refund the cost of all monies paid, including the cost of the postage you paid for us to deliver the Goods to you.

1.4.3 In all other circumstances if we accept the return of Goods then (in addition to any sums payable under Paragraph 1.3.2) you must pay our reasonable costs incurred in receiving and checking the Goods and the Goods are as fit for sale on their return as they were on delivery.

### 1.5 Return Process

1.5.1 If you wish to return any Goods in accordance with our returns procedure then please contact our customer service centre on 01480 775454 or email us at [customer.services@boilerjuice.com](mailto:customer.services@boilerjuice.com) to arrange return. Please quote your order reference number and give a description of the Goods you would like to return.

1.5.2 Please ensure that any Goods returned are (where possible) in their original packaging.

1.5.3 You have a legal responsibility to take reasonable care of the Goods when they are in your possession. If you fail to take reasonable care of the Goods then we may have a right of action against you for compensation.

1.5.4 Upon receipt of the Goods the product will be inspected and the agreed credit will be raised.

1.5.5 This returns procedure (and our Conditions) shall apply to any replacement Goods supplied by us.

1.5.6 Domestic Customers only: none of the terms and conditions within this Returns Procedure affect your legal rights as a consumer.

Please note, failure to follow the returns procedure may cause delay in your return, exchange or refund.