

Terms and Conditions

Returns policy

If you wish to cancel your order you can do this from the moment your order is received until seven days after the goods are received. (Any returns made after this period are not accepted) Just email quoting your order number and your wish to cancel/return the order. There is no charge for this providing your order has not been dispatched.

Once the goods have been dispatched you will need to arrange and pay for the return delivery. It is recommended to insure the goods against loss or damage.

The goods must be unused and be received in a re-saleable condition including all accessories, packaging etc. A refund of all monies including the initial postage and packing charges will be made upon receipt of the returned goods within 30 days of cancellation. (We will refund by cheque sent by first class post) However, if the goods are not returned at your cost, we will arrange for a courier to collect them. The cost of this will be deducted from your refund.

Damaged/Lost Goods

On the odd occasion, if goods are lost or damaged during transit, we will not be held accountable/liable for negligence on behalf of the couriers.

If goods are lost in transit, please let us know as soon as possible. We will then chase up the delivery with the couriers and if it cannot be found we will send out a replacement free of charge. (or if you wish, you can cancel the order and receive a full refund)

You should sign for your delivery where applicable. Do not sign for your order until you have checked that the delivery is complete and undamaged. Otherwise sign the delivery as 'unchecked', 'damaged' or 'incomplete'. If anything is damaged please let us know as soon as possible.

Faulty Goods

In the unlikely event that any of the goods received by you have a manufacturing fault, please report this to us within 72 hours of delivery. We will then endeavour to repair the fault or send a replacement free of charge. Damage in transit is not the same as faulty goods.

If incorrect parts have been sent to you please let us know as soon as possible and replacement parts will be sent, free of charge, as soon as we can.