

Ordering & managing orders

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Returning products, return policy

Products faulty on arrival

If you are reporting faulty goods within 14 days of receipt, and when the goods are returned to us complete, we'll issue a full refund to you via your original payment method.

Products damaged in transit

If your goods were damaged in transit, we request that you report it to us within 7 days. If goods are visibly damaged on receipt it is best to sign the delivery note accordingly. Once the damaged goods have been collected and received back in our shop, we will issue a full refund or send you new products.

Products faulty in warranty period

If you are reporting faulty goods after 28 days of receipt, then provided your product is within its warranty period, you are entitled to a warranty repair. In some cases manufacturers provide a special full on-site service and or telephone help facility for your convenience which of course, we recommend you use in order to correct the fault quickly. This does not affect your rights to claim against us if the goods do not conform to the contract and the manufacturer does not repair or replace the goods or offer you an alternative remedy.

Cancelling or changing orders

Orders can be changed or cancelled offline by contacting us by phone or e-mail, always keep your order details at hand (order number, name, etc.).

Orders are only cancellable or changeable as long as they are not shipped.

Checking your order status

After placing an order you will be kept up to date by email, every order step (placed, paid, shipped, changed, backorder etc.) will be mailed to you.

Registered customers can also log into their account and follow their orders online.

Confirming your order has been placed

When you placed an order you will get an order confirmation by e-mail, if you used the member registration options during the order process then you can also check your orders online with your member account.