

RETURNS POLICY

1. Introduction

- 1.1 We understand that from time to time you may wish to return a product to us.
- 1.2 This policy shall apply to all of our customers, irrespective of their geographical location.
- 1.4 This policy shall apply to all orders submitted through our website or made by telephone and email.
- 1.5 This document does not affect any statutory rights you may have as a consumer (such as rights under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 or the Consumer Rights Act 2015).

2. Returns

- 2.1 You are entitled to return a product to us with valid reason within time frame indicated in point 3., and receive a refund in accordance with this policy if: the returned product is unused, in its original unopened packaging and otherwise in a condition enabling us to sell the product as new; you comply with the procedure set out in this policy in relation to the return of the product; and none of the exclusions set out in this policy apply. In case of return, you are liable for transport costs back to address of warehouse facilities in the UK. In case of return under conditions set out in point 2.1 you are entitled to refund in amount of 60% or purchase value of item.
- 2.2 If the value of the products returned by you is diminished by any amount as a result of the handling of those products by you beyond what is necessary to establish the nature, characteristics and functioning of the products, we may recover that amount from you up to the contract price. We may recover that amount by deducting it from any refund due to you or require you to pay that amount direct to us. Handling which goes beyond the sort of handling that might reasonably be allowed in a shop will be “beyond what is necessary to establish the nature, characteristics and functioning of the products” for these purposes.

3. Returns procedure

- 3.1 You may cancel your order (with quality reason) at any time within the period: beginning upon the submission of your offer; and ending at the end of 2 days after the day on which the products come into your physical possession or the physical possession of a person identified by you to take possession of them.
- 3.2 In order to withdraw an offer to contract or cancel a contract on the basis described in this Section 3, you must inform us of your decision to withdraw or cancel within time frame set out in point 3.1. and you must receive acknowledgement email from us. You may inform us by means of any clear written statement by email setting out the decision. In the case of cancellation, you may inform us using the cancellation form that we will make available to you. To meet the

cancellation deadline, it is sufficient for you to send your communication concerning the exercise of the right to cancel by email before the cancellation period has expired.

3.3 If you cancel a contract on the basis described in this Section 3, you must send the products back to us or hand them over to us or a person authorised by us to receive them. You must comply with your obligations referred to in this section without undue delay and in any event not later than 14 days after the day on which you inform us of your decision to cancel the contract.

3.4 You must pay the direct cost of returning the products, such as transport and admin fee of £100.

3.5 After you send us confirmation of product dispatch to use, we will process a refund due to you as a result of a cancellation on the basis described in this section within the period of 14 days after the day on which we receive the returned products. If we have not sent the products to you at the time of withdrawal or cancellation or have offered to collect the products, we will process a refund due to you without undue delay and, in any case, within the period of 14 days after the day on which we are informed of the withdrawal or cancellation.

4. Exclusions

4.1 The following kinds of products may not be returned under this policy: any product made to your specification; any product made to order; any product personalised or adapted for you; and gift vouchers.

5. Refunds

5.1 We will give you a refund for the price set out in point 3.1 of this policy, in respect of any product properly returned by you in accordance with this policy..

5.3 We will not refund to you any costs you incur in returning the product to us.

5.4 We will refund money using the same method used to make the payment, unless you have expressly agreed otherwise. In any case, you will not incur any fees as a result of the refund.

5.5 We will process the refund due to you as soon as possible and, in any event, within 14 days following the day we receive your returned product.

6. Improper returns

6.1 If you return a product in contravention of this policy, and you do not have any other legal right to a refund or exchange in respect of that product we will not refund the purchase price or exchange the product.

7. Our details

7.1 This website is owned and operated by Vision Properties Group Ltd.

7.2 We are registered in England and Wales under registration number 12688992 and our registered office is at 29 Briarfield Gardens, Huddersfield, HD5 9JN, United Kingdom.

7.4 You can contact us by email support@visionpropertiesgroup.co.uk

8. Cancellation form format

Please cancel my order No_____

1. Description of the product
2. Reason for return
3. Date of order
4. Date of delivery
5. Your name
6. Delivery address
7. Date and your signature