

Refund rights

We are not required to provide a refund or replacement if you change your mind about what you bought.

But if the item you bought has a major problem, you can choose a refund or exchange. A major problem is when the item:

- has a problem that would have stopped you from buying it if you had known about it
- is unsafe as result of the problem
- is significantly different from the sample or description
- doesn't do what we said it would, or doesn't do what you asked for and can't easily be fixed.

If the problem is not major, we will repair the item within a reasonable time or give you a refund or replacement.

Please keep your proof of purchase - for example, your receipt.

