



Returns

If for any reason you are unhappy with your purchase, you can return it to us in its original condition, with all original parts and packaging, within 30 days of the date you received the item.

Return Costs

If you return the product because of an error on our part or because it's damaged or defective, we'll refund the purchase price of the product together with the delivery charges and your costs of returning it to us.

Refunds

Refunds will be made via the original method of payment (credit or debit card) within 3 business days.

Delivery Policy

The purchase price includes delivery within the UK.

Delivery within UK will be via Parcel post 3 - 5 Days

Europe 3 - 5 Days

USA 5 - 7 Days

Please note: There may be additional delivery costs for destinations outside the UK .

Cancellations

By law, customers in the European Union also have the right to withdraw from the purchase of an item within seven working days of the day after the date the item is delivered. To cancel your purchase within the seven-working-day cooling-off period, please send an email to lesley.wilson@secc.co.uk

Please package the relevant item securely and send it to us using the personalised return label within 30 days following the date that the item was delivered to you.

Unless we delivered the item to you in error, or if the item is damaged or defective, you will be responsible for the costs of returning the items to us.

As soon as we receive notice of your cancellation of an order, we will refund the relevant part of the purchase price for that item together with the item's normal postage charge. We cannot refund any priority, express or courier component of the postage charge. For more information on your right to withdraw from your purchase within the seven working day cooling-off period, visit the Department of Trade and Industry's website at:
<http://www.dti.gov.uk/consumers/buying-selling/distance-selling/index.html>

Other statutory rights

For more information about your other statutory rights, please visit the Department of Trade and Industry's Consumer Gateway website at:
<http://www.consumerdirect.gov.uk/>