

## **Returns policy**

### **1. Introduction**

- 1.1 We understand that from time to time you may wish to return a product to us.
- 1.2 We have created this policy to enable you to return products to us in appropriate circumstances.
- 1.3 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.
- 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 If you have no other legal right to return a product and receive a refund or exchange, then you will nonetheless be entitled to return a product to us and receive a refund in accordance with this policy if:
  - (a) we receive the returned product within 14 days following the date which the products come into your physical possession or the physical possession of a person identified by you to take possession of them;
  - (b) the returned product is unused, in its original unopened packaging (with any seal or shrink-wrap intact), with any labels still attached, and otherwise in a condition enabling us to sell the product as new;
  - (c) you comply with the procedure set out in this policy in relation to the return of the product; and
  - (d) none of the exclusions set out in this policy apply.

### **3. Returns procedure**

- 3.1 In order to take advantage of your rights under this policy, you must contact us through email [info@sutowels.com](mailto:info@sutowels.com) and obtain a return authorisation number, and then send the product to us with a covering note quoting that number.
- 3.2 Products returned under this policy must be sent by using a signed delivery service and obtaining a proof of postage as we are not responsible for returns that do not reach us. Our return address is Returns, Sutowels, 90B Addison Road W14 8DB, UK.
- 3.3 You will be responsible for paying postage costs associated with returns under this policy.

#### **4. Cancellation procedure**

- 4.1 You may cancel an order at any time before it has been processed for shipment by contacting your order number our customer services by email [info@sutowels.com](mailto:info@sutowels.com). To cancel your order after it has been dispatched to you, you will need to follow the Returns procedure as stated above.

#### **5. Refunds**

- 5.1 We will give you a refund for the price you paid to us in respect of any product properly returned by you in accordance with this policy.
- 5.2 The refund will not cover the delivery or the return charges, nor the customs fee that you may pay in your country.
- 5.3 We will usually refund any money received from you using the same method originally used by you to pay for your purchase.
- 5.4 We will process the refund due to you as soon as possible and, in any event, within 30 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:
- (a) we will not refund the purchase price or exchange the product;
  - (b) we may retain the returned product until you pay to us such additional amount as we may charge for re-delivery of the returned product; and
  - (c) if we do not receive payment of such additional amount within 14 days of issuing a request for payment, we may destroy or otherwise dispose of the returned product in our sole discretion without any liability to you.

#### **7. Our details**

- 7.1 This website is owned and operated by Sudesign Limited.
- 7.2 Our principal place of business is at 90B Addison Road, W14 8DB, UK.
- 7.3 You can contact us by writing to the address given above, by using our website contact form, by telephone on the number given on our website from time to time or by email to [info@sutowels.com](mailto:info@sutowels.com).