



Mid Devon Machinery Ltd

ONLINE RETURNS POLICY

1. Cancellation rights and returns policy

- 1.1 Under *The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 SI 2013/3134* you have the legal right to cancel your order up to 14 calendar days after the day on which you receive your goods (with the exception of any made to order items). You do not need to give us any reason for cancelling your contract nor will you have to pay any penalty.
- 1.2 Should you wish to cancel your order, you can notify us in writing by post or e-mail.
- 1.3 You cannot cancel your order if the goods you have ordered are bespoke (i.e. made to order), and you have taken it out of the sealed package in which it was delivered to you. Made to order goods are not returnable.
- 1.4 If you have received the goods before you cancel your order, then you must send the goods back to our contact address at your own cost and risk. If you cancel your order but we have already processed the goods for delivery, you should not unpack the goods when they are received by you and you must send the goods back to us at our contact address at your own cost and risk as soon as possible.
- 1.5 Once you have notified us that you are cancelling your order, and we have either received the goods back or, if earlier, received evidence that you have sent the goods back, we will refund any sum debited by us from your Paypal account, credit or debit card within 14 calendar days. Goods returned after 14 calendar days will be subject to a 15% handling charge. After six months, no goods will be accepted for return.
- 1.6 We may make a deduction from your refund for any loss in the value of the goods supplied if the loss is the result of unnecessary handling by you (for example using or wearing the goods prior to cancellation)
- 1.7 If you have any questions or complaints about the goods please contact us. You can do so by emailing sales@middevonmachinery.co.uk or telephoning 07870 582936.