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## DELIVERY, RETURNS & REFUNDS

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3D & IT Accessories can deliver to all the UK within 5 business days, delivery costs are reflected with each item and are shown at the checkout.

Due to couriers providing different services, timescales and pricing for delivery to parts of Scotland (Highlands & Islands), Northern Ireland, Channel Islands, Isle of Man & Isle of Wight, additional service charges and time scales might apply.

Many items are available for shipment within 3 days and you will be notified on receipt of your order and estimated delivery date based on availability of items ordered. In many cases shipping couriers such as UPS will also notify you via email with the status of your delivery and an estimated delivery time.

Unless prior arrangement has been made all items must be delivered to the card holders address that made the payment on the order. In certain circumstances other arrangements can be made but please enquire first.

### 1. Delivery

- 1.1 Please note that delivery is currently only possible within the United Kingdom.
- 1.2 If you are collecting the Goods from us instead of having them delivered to you, please contact us to arrange collection time.
- 1.3 Delivery will be deemed to have taken place when the Goods have been delivered to the delivery address indicated in your Order and you (or someone identified by you) have taken physical possession of the Goods or, if you are collecting the Goods from us yourself, when you have collected the Goods.
- 1.4 Please note that delivery to the following areas may require additional charges and time:
  - 1.4.1 Scotland (Highlands & Island)
  - 1.4.2 Northern Ireland
  - 1.4.3 Channel Islands
  - 1.4.4 Isle of Man
  - 1.4.5 Isle of Wight
- 1.5 If you arrange to have the Goods re-delivered or do not collect them, we cannot accept responsibility for any missing Goods.

## 2. **Returning Goods If You Change Your Mind (cooling-off period)**

- 2.1 If you are not satisfied with any (non-bespoke) Goods purchased from Us you have the right to return them in exchange for a refund. This 30 calendar day “cooling-off period” please refer to our Terms and Conditions [3d-accessories.co.uk/terms-and-conditions](https://3d-accessories.co.uk/terms-and-conditions).
- 2.2 We cannot accept the return of any bespoke Goods if the return is due to incorrect information provided by you
- 2.3 Goods which We have produced or altered to order for you cannot be returned if you change your mind.
- 2.4 If you wish to return Goods to Us you must do so within 30 days of taking delivery (or collecting them from Us), telling Us why you wish to return the Goods.
- 2.5 All Goods must be returned to Us in their original condition in their original, unopened packaging, accompanied by proof of purchase.
- 2.6 You may return Goods to Us in person please contact us or you may return them by post or another suitable delivery service of your choice. You are solely responsible for the cost of returning Goods to Us.
- 2.7 You may request that We collect the Goods from you. Please ensure that the Goods are ready for collection at the agreed time and location. We may charge you for collecting Goods.

## 3. **Faulty, Damaged, or Incorrect Goods**

- 3.1 This Part provides a summary of your legal rights as a consumer. These rights may be subject to certain exceptions. For full details please refer to the [Citizens Advice website](#) or contact them on 0808 223 1133. Nothing in these Terms of Sale will affect your legal rights.
- 3.2 The Consumer Rights Act 2015 requires that goods must be as described, fit for purpose, and of satisfactory quality. During the expected lifespan of a product, your legal rights are as follows:
  - a) Beginning on the day that you receive the Goods (and ownership of them) you have a 30 calendar day right to reject them and to receive a full refund if they do not conform as stated above.
  - b) If you do not wish to reject the Goods, or if the 30 calendar day rejection period has expired, you may request a repair of the Goods or a replacement. We will cover any associated costs and will carry out the repair or replacement within a reasonable time and without significant inconvenience to you. In certain circumstances, where a repair or replacement is impossible or otherwise disproportionate, We may instead offer you the alternative (i.e. a replacement instead of a repair or vice versa) or a full refund. If you request a repair or replacement during the 30 calendar day rejection period, that period will be suspended while We carry out the repair or replacement and will resume on the day that you receive the replacement or repaired Goods. If less than 7 calendar

days remain out of the original rejection period, the time remaining will be extended to 7 calendar days.

- c) If, after a repair or replacement, the Goods still do not conform (or if We cannot repair or replace them, as described above, or have failed to act within a reasonable time or without significant inconvenience to you), you may ask us to attempt the repair or replacement again (you do not have to give us multiple opportunities to do so if you do not want to), or you have the right either to keep the Goods at a reduced price, or to reject them in exchange for a refund.

3.3 Please note that you will not be eligible to claim if:

- a) We informed you of the problem(s) with the Goods before you purchased them or you had the opportunity to examine them before purchase and the problem(s) should have been obvious to you; or
- b) You have caused the problem(s) yourself, for example, through misuse or intentional or careless damage; or
- c) You have purchased the Goods for an unsuitable purpose that is neither obvious nor made known to us and the problem(s) has/have resulted from your use of the Goods for that purpose; or
- d) The problem(s) is/are the result of normal wear and tear; or
- e) merely because you have changed your mind. Please refer to Clause 2 for details of what to do if you change your mind

3.4 We informed you of any faults, damage or other problems with the Goods before your purchase of the them; if you have purchased the Goods for an unsuitable purpose that is neither obvious nor made known to Us and the problem has resulted from your use of the Goods for that purpose; or if the problem is the result of normal wear and tear, misuse or intentional or careless damage.

3.5 To return Goods to Us for any reason, please contact us.

## 4. Refunds

4.1 All refunds due to you will be made using the same method used by you when

paying for the Goods. You will be refunded the price paid for the Goods and for delivery, subject to the following limitations and deductions:

- a) If you are exercising your right to change your mind under the cooling-off period, We may reduce your refund to reflect any reduction in the value of the Goods if that reduction has been caused by your handling of the Goods in a way that would not be permitted in a shop. If We issue the refund before inspecting the Goods and subsequently discover that you have handled them in this way, we may charge you an appropriate sum.
- b) Standard delivery charges (i.e. the cheapest option available for your Order) will be refunded, but we do not reimburse premium delivery charges.

4.2 All refunds due to you will be made as soon as possible. If you are exercising your right to change your mind under the cooling-off period, we will issue your refund within 14 calendar days of:

- a) The day on which We receive the returned Goods;
- b) The day on which you inform Us (supplying evidence) that you have sent the Goods back (if this is earlier);
- c) If We are collecting the Goods, the day on which you inform Us that you wish to cancel and end the Contract; or
- d) If We have not yet provided an Order Confirmation or have not yet dispatched the Goods, the day on which you inform Us that you wish to cancel and end the Contract.

For more information, please refer to our Terms and Conditions [3d-accessories.co.uk/terms-and-conditions](https://3d-accessories.co.uk/terms-and-conditions).