

Returns & Right To Cancel

You have the right to cancel from the moment your order has been placed until 14 days from the date you have received your goods.

We offer **Returns on all items** which are cancelled within a 14 day period of receipt. The goods must be returned to us unused and in a resalable condition. For all items returned cost will be covered by the customer (unless return is due to Faulty Goods).

If you have changed your mind and would like to cancel, simply send us an email to jagdeelt@gmail.com with the subject line 'Order Cancellation'. Please include your name, address and order number so we can find and process your cancellation quickly. If your order hasn't been dispatched you will receive confirmation and your refund within 14 days (although this is usually much quicker).

Collection will be arranged when you contact us to let us know you would like to return your goods. Your refund will be processed within 14 days.

Goods should be returned to us in a resalable condition with all parts and paperwork, and in the original packaging. If you're exchanging your goods it is helpful if you include details of the item you would like.

This does not affect your statutory rights.

For goods which arrive faulty, or which later develop a fault, you have 30 days to let us know so we can rectify the situation.

Should you receive any parcel from us that contains damaged goods this should be notified to customer services, as soon as possible, but no later than 7 days from receipt, who will arrange for collection and replacement. Replacements will only be authorised once The Cutting Edge receive the product, and has been inspected by our Engineers. If the claim is acceptable, a replacement will be granted. If you have used a damaged item, it has been deemed as acceptable by yourself - you will only be entitled to a repair and not replacement. Please provide us with details of any damage. Our customer services team will get back to you and arrange for the goods to come back to The Cutting Edge.