

## **Privacy, product, service and delivery policy:**

We will endeavour to dispatch your purchase within 3 working days of receipt of your order, if the goods are in stock. If the goods are not in stock we will contact you by your chosen method of contact within 3 working days of receipt of your order and inform you of our estimated dispatch time, and offer to refund your money until they are in stock. We always post out by first class recorded delivery by Parcel Force. Royal Mail state that they try to achieve 90% next day delivery if first class is used. However, Royal Mail will not accept an enquiry for 1st class recorded until 28 working class days have elapsed from date of posting. For sets that include poles we normally post out by 24 hr courier however, sometimes they do take longer than this which is beyond our control.

## **Alteration, cancellation, returns & refund policy:**

We do not accept returns on any product that has been custom made as we cannot resell them. All other products that are standard fall into the standard Mail Order Selling Regulations as set out by the Trading Standards Authority however, we do charge a re-stocking fee, equivalent to the initial postage and packing charge. Please expect to have this fee deducted from your refund.

All returns should be returned to the HULL factory, the address is clearly stated at the footer of our Home page and on our Contact page of the website. It is advisable to send them with proof, not just proof of posting. As sometimes, because of bank holiday etc, postal services may be erratic, so it is best to inform us by phone that you are returning a product. You can call on 08452305260, 01482701586 OR 07708770028. Under the Mail Order Consumer Rights Act, if you do not like your purchase when you receive it you have the right to return the goods for an IOU rebind of the purchase price. Within 14 days of receipt of the goods the purchaser bears the postal or carriage charge. Subject to the following conditions: the goods must be returned UNUSED in their original packaging along with proof of purchase. If the goods are faulty, we will either replace them or offer you a refund at our discretion. If we refund your money it will be to the same source as we received it, i.e. if you paid by card via telephone it will be refunded to your card. As we don't keep your card details on file, we will need them again to issue you a refund. On some occasions, if you order by phone, we may use PayPal's Virtual Terminal. If we have taken your payment this way, we will refund it this way. If you purchased online using PayPal via the "BUY IT NOW" or add to cart buttons, it will be refunded via PayPal. Whilst PayPal will issue the refund to your account or bank account immediately, it may take up to 28 days for your bank to credit your account.

## **Privacy Policy**

We do not store your card details electronically, on a computer or on paper. We do store on paper your personal details such as name and address, and details of your order, to help us follow up any enquiries for orders lost in the post etc. We do not store credit card details, nor do we share customer's details with third parties.