

## **PRODUCT RETURNS POLICY**

Florence Verity Ltd aims to always provide high quality products that are fault free and undamaged. On occasion however, products may need to be returned either because the customer simply changes their mind or because they are not as ordered, faulty or damaged in transit. Returns are governed by the following Terms and Conditions which explain your legal rights and obligations in returning the products:

- i. **Please Note – consumer’s legal rights:** when a consumer buys goods from a business they have a number of rights under the Consumer Rights Act 2015 and other law which include the right to claim a refund, replacement, repair and/or compensation where the goods are faulty or not as described subject to certain conditions. There is no legal right to return goods because the consumer has changed their mind unless the consumer is based within the EU and the goods were bought via an off premises or distance selling method. In this case the consumer is entitled to cancel the order and return the goods subject to certain conditions.
- ii. **Customer simply changes their mind –** If you have bought the products at our premises or at the premises of one of our agents/distributors then we regret that we operate a no-refund policy. If you are based within the European Union and you have bought the products through the Florence Verity Ltd website or any other distance selling method, you have a statutory right to a “cooling off” period. This period begins once your order is complete and ends 14 calendar days after the products have been delivered to you. If the Products are delivered to you in instalments, the 14-calendar day period begins on the day that you receive the final instalment. If you change your mind about the goods within this period, please inform Florence Verity Ltd within 14 calendar days of receipt by email at [info@florenceverity.co.uk](mailto:info@florenceverity.co.uk) . Products must be returned to Florence Verity Ltd within 14 calendar days of the day on which you inform Florence Verity Ltd that you wish to return the products. You are responsible for paying return shipment costs if products are returned for this reason. Refunds will be issued no later than 14 calendar days after Florence Verity Ltd receives the products or receives evidence of the return of the products and will include costs of standard initial delivery charges. We regret that additional costs such as express delivery and gift-wrapping cannot be refunded. Florence Verity Ltd may not be able to accept returns under the cooling off period of the following types of products and/or taking into account the following circumstances:
  - a) Products made to your specifications or that have been personalised;
  - b) If you have had any use or enjoyment out of the products beyond handling them to the extent necessary to establish the nature, characteristics and functioning of them (such as you would, for example, handle a display item in a shop). In this case Florence Verity Ltd can reduce the amount of refund in accordance with their diminished value up to the value of the products. Please note that opening packaging does not prevent you from returning products unless the products fall under sub-Clauses b) or c) and in any event does not include the opening of delivery packaging, only the packaging of the product itself. Products must be returned unwashed and with the original tags still attached.

It is the customer’s responsibility that the products are stored safely and in good condition and returned in either the original packaging or other suitable packaging to prevent damage in shipment. If products are damaged because of poor storage conditions or poor return packaging then the amount of refund can be reduced to reflect their diminished value.

- iii. **Products are not as described, not as ordered, faulty or damaged in transit** – in this situation you have a right to return the products for either refund or replacement. You should contact us within 30 calendar days to arrange collection and return. You will be given the option to have the products replaced or to be refunded through the payment method used by you when purchasing the products. Florence Verity Ltd are fully responsible for paying all return shipment costs together with the shipment costs for any replaced products. Replacements will be issued upon the receipt of the returned products by Florence Verity Ltd. Refunds will be issued within 7 working days and in any event no later than 30 calendar days after receipt of the returned products and will include standard initial delivery charges. We regret that additional costs such as express delivery and gift-wrapping cannot be refunded. Products must be returned unwashed and with the original tags still attached.

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