

SIGVARIS GROUP Britain

Extraction from Terms of Conditions of Sale

5. Cancellation and returns

5.1 You may cancel your order by giving us notice up to the date of despatch, excepting special orders (e.g. Custom Made, Modifications and other exceptional orders), which cannot be cancelled. Notice may be given by telephone (followed up by email confirmation), or email. If you are cancelling because of any problem with the goods, please notify us of the problem at the time of cancellation.

5.2 All returns for whatever reason, must be accompanied by a returns number obtainable from our Customer Services Department. You must return the goods to us at your cost unless agreed otherwise.

5.3 We will meet the cost of the return of incorrectly supplied goods by supplying a 'goods return label'. We will not refund any other cost of return. Where the goods are being requested to be returned because they are faulty, without exception photographs and lot numbers must be provided in order to facilitate a replacement. Faulty goods will not be accepted without a returns number (see 5.2).

5.4 Unwanted goods will be accepted for review and possible credit up to 3 months from the purchase date. Goods returned after 1 month will be subject to a 15% re-stocking fee. Goods must be unworn and in a re-saleable condition.

5.5 All returns (other than faulty goods) must be accompanied by the original purchase order number or 'SIG' number (which can be found on the original despatch note).

5.6 Refunds will be made at the rate the item was originally invoiced, and in the case of products with a 'use by' date, must have at least 9 months available for wear before expiry of the 'use by' date.

5.7 No credits will be issued for unwanted goods in the case of the customer's account being in arrears.