

# REFUNDS AND RETURNS

***Last Updated: January 20th, 2024***

## **1. Terms and Conditions**

- a. When an order is placed through the site, we aim to get it shipped within 2 working days at most, and in the event of staff holidays we'll temporarily close the online store to prevent delayed deliveries, while still aiming to respond to support and return queries within 48 hours.
- b. All quoted prices include VAT, and where prices include delivery costs this is to mainland UK only unless specifically stated otherwise. Currently we do not provide shipping to areas outside of this.
- c. On the occasion where a price is listed incorrectly due to a typographical error or otherwise, we will inform you as soon as possible as to the correct price of the goods and provide the option to continue your purchase or cancel the order.
- d. At the point of ordering you will receive a confirmation email to the email address you provided during the order process. If you have not received an email from us, check your junk mail and that you've provided the correct address. In the event that the error is unresolved, you can contact support at [support@daleluck.com](mailto:support@daleluck.com) with your details and we'll check our system.
- e. When fulfilling orders, we will endeavour to provide appropriate tracking information or estimated delivery timescales within 48 hours.
- f. If for some reason the goods cannot be fulfilled in the stated time period or there is some other delay, we will contact you to ask if you would like to wait for the goods to become available within an agreed timeframe or offer to cancel the order and process a full refund.
- g. [Click here to view our Privacy Policy.](#)
- h. These Terms and Conditions, the information provided below and the Privacy Policy linked above do not replace your statutory rights.

## **2. Returns**

Our returns policy lasts for 14 days following obtaining the product, up to a total of 30 days following purchase. If more time than this has passed we can't offer a refund or an exchange for the product. If our team are delayed in getting back to you, the date we will use will be the date you contacted us not the date we responded to your query.

To complete your return, we require a receipt or proof of purchase, in the form of the order number you received when you originally made the purchase. For details on how to request a return, see the **Shipping** section below (**Section 6**).

## **3. Refunds (If Applicable)**

Once your return is received and accepted, we will send you an email to notify you that we've received your returned item and whether it has been approved or rejected.

If you are approved, your refund will be processed and your original payment amount returned to your original method of payment within 14 days following acceptance (date of the email we send confirming the item).

#### **4. Late or missing refunds (if applicable)**

If you haven't received a refund yet, first check your bank account to confirm it hasn't been sent. Contact the bank/company that provided your card to confirm if a payment is still pending. There is often some processing time before a refund officially shows up in your account.

If you've done all of this and you still haven't received your refund, please contact us at [support@daleluck.com](mailto:support@daleluck.com) and we'll get back to you as soon as possible.

#### **5. Exchanges (if applicable)**

We only replace items if they have been received defective or damaged. If you need to exchange it for the same item, send us an email at [support@daleluck.com](mailto:support@daleluck.com).

#### **6. Shipping**

To return your product, email [support@daleluck.com](mailto:support@daleluck.com) with the following information:

- Your order number (received when you purchased the item)
- Information about your return and why you want to return it
- Evidence of the defective product

Note that a reason is not mandatory to provide but would be appreciated in the event of defective products, to help us figure out where we can improve our fulfilment processes.

Once confirmed with us, send the defective product to the following address:

Unit 132855,  
Courier Point,  
13 Freeland Park,  
Wareham Road, Poole,  
Dorset,  
BH16 6FH,  
UK

Include with the product your order number, ideally within the packaging, so we can know your product is the one that has been returned.

You will be responsible for paying your own shipping costs on the return, and shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

If you are shipping a large amount of items, you should consider using a trackable shipping service or purchasing shipping insurance. We cannot guarantee your returned item will reach us if you don't, and without proof of shipping we can't provide a refund.

#### **7. Complaints Procedure**

If you have any complaints or concerns regarding your purchase or the way your transaction was handled, please inform us by email by contacting [support@daleluck.com](mailto:support@daleluck.com).