

Richard Cassidy Limited

including

www.richardcassidy.co.uk

www.pumps4mums.co.uk

www.pumpease.co.uk

and all other websites owned by us

Returns Policy (consumers)

by SEQ Legal

Returns Policy

(1) Introduction

We understand that from time to time you may wish to return a product to us.

We have created this 7-day returns policy to enable you to return products to us in appropriate circumstances.

This returns policy applies irrespective of your geographical location.

This policy does not affect your statutory rights (such as your rights under the Sale of Goods Act 1979 and the Consumer Protection (Distance Selling) Regulations 2000).

(2) Returns

Where you have no other legal right to return a product and receive a refund or exchange, then you will nonetheless be entitled to return a product to us where:

- (a) we receive the returned product within 7 days following the date of receipt of the product;
- (b) the returned product is unused, in its original unopened packaging (with any seal or shrink-wrap intact), with any labels still attached, and otherwise in a condition enabling us to sell the product as new;
- (c) you comply with the returns procedure set out below; and
- (d) none of the exclusions set out below apply.

(3) Returns procedure

In order to take advantage of your rights under this returns policy, you must:

- (i) Send written notice of your intention to return the item(s) by email to info@richardcassidy.co.uk or by telephone to 0044 (0)1922 458 244.

Products returned under this policy must be sent by **recorded delivery** to:

- (ii) Richard Cassidy Limited, 87 Westbrook Avenue, Aldridge, Walsall, WS9 0BZ, United Kingdom.

You will be responsible for paying postage costs associated with returns under this policy.

(4) Exclusions

The following kinds of products may not be returned under this policy:

- (a) food, drink and any other products liable to deteriorate within the period set out in Section 1 and 2 above;
- (b) DVDs, CDs and other audio or video or audio-visual recordings;
- (c) computer software (whether on CD-ROM, DVD-ROM or otherwise);
- (d) newspapers, periodicals, magazines or similar products;

- (e) toiletries and cosmetics;
- (f) any product made to your specification;
- (g) any product made to order;
- (h) gift vouchers;
- (i) part consignments;
- (j) any other product, which, by its nature cannot be returned.

(5) Refunds

We will send you a refund for the full price of any product properly returned by you in accordance with the terms of this returns policy (including the original baseline delivery charges and excluding the costs of returning the product to us).

Baseline refers to our normal delivery charge for your product. We will not refund 'premium' or 'timed' delivery services such as 'Special Delivery' where a lower priced standard method was available at time of order.

We will usually refund any money received from you using the same method originally used by you to pay for your purchase.

We will process the refund due to you as soon as possible and, in any event; within 30 days of the day we received your returned product.

(6) Improper returns

Where you return a product in contravention of this policy (and where you do not have any other legal right to return the product):

- (a) we will not refund or exchange the product;
- (b) we may retain the returned product until you pay to us such additional amount as we may charge for re-delivery of the returned product; and
- (c) if we do not receive payment of such additional amount within 14 days of issuing a request for payment, we may destroy or otherwise dispose of the returned product in our sole discretion without any liability to you.

(7) About us

Our full name is Richard Cassidy Limited

Our registered office is 87, Westbrook Avenue, Aldridge, Walsall, WS9 0BZ, United Kingdom.

Our company registration number is 05342069.

Our email address is info@richardcassidy.co.uk

Our VAT number is GB 855 5145 14.