

KM ELITE PRODUCTS LIMITED

RETAIL RETURNS POLICY

We are committed to providing our customers with a satisfaction guarantee, and stand by the quality of our products. To make things as simple and straightforward as possible please refer to our 'returns policy' set out below.

Please include a contact telephone number with every return.

UNWANTED ITEMS - will be accepted by us within 14 days from the date you received them, and must be unused, in the original packaging, and accompanied by a copy of the purchase receipt/invoice. Refunds for the item themselves only (not for delivery costs) will be processed back via the original payment method, e.g. credit card or Paypal.

AN ITEM THAT DOES NOT FIT OR WAS ORDERED INCORRECTLY - will be exchanged provided they are returned to us within 14 days from the date you received them. The item must be returned in a clean, unused condition, in the original packaging and accompanied by a copy of the purchase receipt/invoice. Exchanges will be sent postage free in the first instance, but any subsequent exchange will be subject to a postage charge.

RETURNING DEFECTIVE OR FAULTY ITEMS, OR ITEMS DESPATCHED INCORRECTLY

Please report the matter to us straight away, and return your purchase to us within 28 days of the date you received it, in a clean condition and accompanied by a copy of the purchase receipt/invoice. This will enable us to identify a genuine fault, and consider either a full refund including delivery costs, a replacement identical item, or an alternative item (subject to any price difference), delivered free of charge. In cases of numerous, large or heavy items, please telephone us in the first instance as we reserve the right to arrange our own collection service.

- ❖ We cannot take responsibility for the safety or loss of an item during return transit to us. Please ensure appropriate, secure packaging is used and proof of postage is obtained.***
- ❖ We reserve the right to consider items at our discretion when returned to us outside of the relevant period stated above.***

These Terms and Conditions do not affect your Statutory Rights.

KM ELITE PRODUCTS LIMITED
FLY MASKS RETURNS POLICY

We are committed to providing our customers with a satisfaction guarantee so, to make things as simple and straightforward as possible, please refer to our ‘returns policy’ set out below.

- Please include a contact telephone number with every return**
- Please return items in their original packaging accompanied by a copy of the purchase receipt/invoice**
- Please ensure appropriate, secure packaging is used and proof of postage is obtained, as we cannot take responsibility for the safety or loss of an item during return transit to us.**

ITEMS ORDERED INCORRECTLY, DO NOT FIT OR ARE UNWANTED – please return UNUSED, within 14 days from the date you received them. Refunds for the item only (net of postage costs if applicable) will be processed back via the original payment method, e.g. credit card or Paypal. Exchanges will be sent postage free in the first instance, but any subsequent exchange will be subject to a £3.50 postage charge.

RETURNING DEFECTIVE or FAULTY ITEMS, or ITEMS DESPATCHED INCORRECTLY - please report the matter to us straight away, and return your purchase to us within 28 days of the date you received it, in a clean condition. This will enable us to identify a genuine fault, and consider either a full refund including postage costs, a replacement identical item, or an alternative item (subject to any price difference), delivered free of charge.

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