

EXTRACT FROM TERMS & CONDITIONS OF SALE – SIGVARIS BRITAIN LIMITED

5. CANCELLATION & RETURNS

5.1 You may cancel your order by giving us notice up to the date of despatch, excepting special orders, which cannot be cancelled. Notice may be given by telephone, mail, fax 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 Where the goods are being returned because they are faulty or incorrect goods, we will meet the cost of return by supplying a 'goods return label'.

5.4 Returns of faulty goods will not be replaced, nor payment refunded or credited unless they have been washed and are clean for inspection, without exception.

5.5 Unwanted goods will be accepted for review and refund or credit up to 6 months from the purchase date. Goods must be unworn and in a re-saleable condition. Goods returned after 3 months will be subject to a 15% re-stocking fee.

5.6 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).

5.7 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 6 months available for wear before expiry of the 'use by' date.

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