

Our Returns Policy forms part of, and must be read in conjunction with, our Terms and Conditions of Sale. We reserve the right to change this Returns Policy at any time. This Returns Policy was last updated on 25/02/2017.

It is important that you check your order or items upon receipt and always before use. If any errors occur or issues arise then these need to be reported to us immediately so we can investigate.

Before attempting to return an order you will need to contact us to inform us of the reason for the return.

Your statutory rights

Our Returns Policy does not affect your statutory rights.

For more information about your other statutory rights, please visit the UK Government's website at: www.direct.gov.uk or contact Consumer Direct, the Government funded consumer advice service on 08454 04 05 06.

Right to Cancel

You have the right to cancel this contract within 14 days without giving reason.

The cancellation period will expire after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires physical possession of the goods.

To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement (e.g. via email).

Please ensure that the items you are returning are unopened and in any original packaging. Unwanted goods need to be in pristine condition with any retail seals unbroken.

Effects of Cancellation

If you cancel this contract, we will reimburse to you all payments received from you, including the cost of delivery (except for supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us).

We may make a deduction from the reimbursement for loss in value of any goods supplied if the loss is the result of unnecessary handling by you.

We will make the reimbursement without undue delay and not later than:

(a) 14 days after the day we receive back from you any goods supplied; or

(b)(if earlier) 14 days after the day you provide evidence that you have returned the goods;
or

(c)if there were no goods supplied, 14 days after the day on which we are informed about your decision to cancel the contract.

We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise. In any event, you will not incur any fees as a result of the reimbursement. You will have to bear the direct cost of returning the goods.

What should I do if I receive an incorrect item?

We have high standards when it comes to packaging your order however mistakes, do occur from time to time. Please accept our apologies if you have received an incorrect item, and be assured that we will do our utmost to resolve your query with speed, ease and with absolute minimal inconvenience.

We will review each case individually when considering the return of the product; in some cases we may require further information such as pictures so we can choose the best course of action. Our aim is to provide the best solution for you as quickly as possible.

What should I do if my item is damaged?

Although we take care to prevent any damage to your goods during transit it is possible that problems may arise. Please accept our apologies if you have received a damaged item.

We ask that you do not refuse delivery, instead accept the goods and contact us immediately. Refusal may actually result in a delay of the parcel being returned.

You can contact us to report this via email to fantasticgifts@hotmail.co.uk. Please attach any pictures you have of the damage to the message. A member of our team will review the details and offer the best resolution to resolve your query.

How do I report a fault with my product?

Please accept our apologies if you believe there is a fault with your item, we take all complaints regarding the quality of our products seriously and we will need to investigate the reported fault in more detail.

In order to do this we ask that you contact us via email to fantasticgifts@hotmail.co.uk and provide details of the fault and where possible attach pictures to your message.

How do I arrange a return?

Please contact us via email to arrange your return.

We will need to know your order number, the item you want to return and the reason for return. Upon receipt of these details we will provide you with all of the necessary information to arrange the return.

Please package the item securely and ensure our returns form is included inside.

You will need to obtain a proof of postage receipt when you send your item to us. Proof of postage does not cost anything but without it we may not be able to process your refund or replacement in the rare event that your item is lost in transit. If you request a replacement and the product is no longer available, we will process a refund back to the original account used to purchase the item.

Any item you have accepted and then returned is your responsibility until it reaches our warehouse. Please therefore ensure that you send your item back to us using a delivery service that insures you for the value of the goods.

Will you refund my postage costs to return an item?

We are more than happy to refund postage costs to return an item where the return is required due to our error. For instance:

-If we sent you the wrong item

-If the item is damaged or faulty

-Where you are returning a substitute item which you do not want to keep

We will not refund postage costs to return items which are unwanted or no longer required. These costs will need to be covered by you, again we recommend using a delivery service that insures you for the value of the goods.

We will not refund postage costs to return any item due to reported damage or fault where no error was found in the testing process. Costs of posting the item back to you will depend on the item and will be communicated to you after the testing process has been completed.

Complaints

If you are not satisfied with the way in which we have handled the return or replacement of any item, we want to hear about this. Our aim is to resolve the matter for you and ask that you please contact us in writing via email (fantasticgifts@hotmail.co.uk) or to our postal address written to the attention of The Manager.

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