

CANCELLATION OF CONTRACTS FOR GOODS AND RETURNS POLICY

1.1 This section applies to consumers only (and not to businesses or other organisations) who order goods from Quadmania

1.2 If you wish to cancel your order:

- **(a)** you can notify us by email to sales@quadmania.co.uk before we have dispatched the goods to you; or
- **(b)** where goods have already been dispatched to you, by notifying us in writing either at our registered address or by emailing sales@quadmania.co.uk and subsequently returning goods to us in accordance with clause 1.3 below. *Excluding all vehicle purchases

1.3 For orders placed via our website or over the telephone, you can change your mind and return goods you have ordered from us for any reason at any time within 14 working days of receipt commencing the day after receipt for a full refund or exchange*, subject to the following;

- **1.3.1** You must inform us in writing of your cancellation, at our registered address or by emailing sales@quadmania.co.uk within 14 working days of your receipt of the goods.
- **1.3.2** You must return the goods to us at your expense, to be received by us within 14 calendar days of issuing your written notice of cancellation.
- **1.3.3** You must take reasonable care of the goods whilst they are in your possession.
- **1.3.4** You accept full responsibility for the goods until they are received by us, in an unused, 'as new' and satisfactory condition still fixed with original tags. You are therefore advised to employ a "signed for" and insured delivery service when returning goods.

1.4 We will issue a refund of the purchase price of the goods or an exchange credit as required, less (if for any reason these costs have not been paid by you) the costs of delivery to us upon receipt of goods or within 30 days of your notice whichever is the soonest.

1.5 The rights to return the goods to us as referred to in clause 1.3 will not apply in the following circumstances: -

- * in the event that the product has been used, fitted with aftermarket products at your request or customised.
- * to any products that we have made or customised specifically for you
- * **to any additional charges we have incurred on your behalf in the fulfillment of your order, including, but not limited to, Document processing fees, Manufacturing shipping charges, Assembly, PDI & any other workshop labour charges incurred to prepare the vehicle, DVLA charges, otherwise referred to as "On The Road package" fees. Any charge for the transportation of vehicle orders will not be refunded in the event of cancellation as this is booked and paid for via a third party company at the point of ordering.**
- * to any products that by their nature have a limited lifespan, such as flowers and fresh food
- * to any product where packaging seals have been broken where the seal is required to maintain the product.
- * to any product that is a special order, this includes any item not normally stocked in our showroom.

The provisions of this clause 1.5 do not affect your statutory rights.

1.6 Any deposits paid are non-refundable and cannot be transferred to any other product or service. In the event of a vehicle cancellation any deposit paid will be used to cover our own costs, in the event the deposit paid does not cover our loss, the buyer will be liable for this. **1.8** In the event you cancel a savings account, no money will be returned to you. In the event your products are ready for collection there will be no alternative offer made. If the ordered products have not been processed we will make the amount saved available as a store credit only.

* excluding the purchase of any vehicle.