

CANCELLATIONS & RETURNS



1.1 CANCELLATIONS

If you wish to change an address or cancel an order please send an email to info@guggleandtorquith.co.uk or call us on 0800 3688306 as soon as possible. Please be aware that we may not be able to cancel or amend orders during peak promotional periods.

1.2 NON-FAULTY PRODUCTS

At GUGGLE AND TORQUITH, we want you to be happy with every purchase you make with us. If for any reason you aren't completely satisfied or you change your mind, you may return any product in its original condition for a full refund or replacement (as appropriate) within 28 days. Original condition means that there are no scratches or marks on the product and the product's packaging has not been opened, used or

damaged and the product is in a re-saleable condition.

Please be advised that we are unable to take returns on products not purchased online at www.guggleandtorquith.co.uk or from a GUGGLE AND TORQUITH shop. If you purchased a product at one of our authorised retailers or counters, please contact them directly.

Please note that we will be unable to accept returns of sealed goods for health protection or hygiene reasons if the seal has been opened by you after delivery.

1.3 Return of Gifts

If you have received an item as a gift, purchased directly from GUGGLE AND TORQUITH, you can return it in suitable packaging and not previously lit. If you did not receive a gift receipt, or if your gift was purchased online at www.guggleandtorquith.co.uk, please contact our Customer Service Team via email - info@guggleandtorquith.co.uk.

We can only exchange items that are unused and in a resalable condition. Please note that we will be unable to accept returns of sealed goods for health protection or hygiene reasons if the seal has been opened by you after delivery.

1.4 FAULTY PRODUCTS/OTHER RIGHTS TO RETURN

Please be advised that we are unable to take returns on products not purchased online at www.guggleandtorquith.co.uk. If you purchased a product at one of our authorised retailers or counters, please contact them directly.

In accordance with your statutory rights, you may return products:

- where there has been an error in the price or description of the product ordered or they are otherwise not as described; or
- the product is faulty (i.e. unsatisfactory quality or unfit for purpose).
- Please note that we will be unable to accept returns of sealed goods for health protection or hygiene reasons if the seal has been opened by you after delivery.

You are entitled to a refund where the products are returned to us within 30 days of purchase.

If your package is visibly damaged on delivery, please tell the person delivering your goods that you wish to sign as "received damaged".

If your goods are received as faulty or damaged once opened, please call our Customer Care team on 0800 3688306 within 48 hours of receiving your order or contact us at info@guggleandtorquith.co.uk.

Please note that we may require images and/or videos of any damage for our records and may need to collect the product(s) for testing before a replacement or refund is issued.

1.5 RETURNS

In order for us to process your return as quickly as possible.

Please be advised that we are unable to take returns on products not purchased online at www.guggleandtorquith.co.uk or from a GUGGLE AND TORQUITH shop. If you purchased a product at one of our authorised retailers or counters, please contact them directly.

You will be notified by email once your returns have been received and processed.

Please ensure that the package is wrapped securely and for your protection we recommend that you use a recorded delivery service as we cannot accept liability for goods lost in transit.

If you require a refund, we will refund the price paid by you for the products within fourteen (14) days of receiving your returned products.

Products purchased as a set can only be returned as a complete set, not as individual items.

If a promotional gift has been included in your order, and a return is made reducing your qualifying total for this gift, the full order must be returned.

When returning goods which you bought using a discount or offer, we will adjust the refund accordingly if you fall below the discount/offer threshold, as that discount or offer will no longer apply.

Please note that our GUGGLE AND TORQUITH stores cannot currently accept online order returns in store. Please follow the online returns process detailed above. Any return will need to be

made in accordance with the returns/cancellation policy of the relevant retailer and should not be returned directly to us.

INTERNATIONAL RETURNS

We are able to offer returns for International Deliveries.

To return, please use the returns information inside your parcel and follow the steps below. Please note - If you are returning your order and are within Europe, you will not receive a Commercial Invoice so please use the free returns label provided.

1. Fill out the returns form included in your parcel and enclose this form with the items you wish to return.
2. Fill in your returns commercial invoice using the 'How to fill in your returns commercial invoice' guide also enclosed with your order and attach it to the outside of the parcel using the clear pouch.
3. Attach the returns label to the outside of your parcel, next to your commercial invoice.

Please note – We are unable to process an exchange.

Please be advised that we are unable to take returns on products not purchased online at www.guggleandtorquith.co.uk. If you purchased a product at one of our authorised retailers or counters, please contact them directly.