

# Returns & Cancellations

If you are not 100% happy with your product, whether the product is faulty, damaged or just not what you really wanted, we will help you out.

## Returning or Replacing a Faulty Product

If your product is faulty and does not work as specified or even at all, you have 10 days to return the product back to us so please contact our store and our team will assist you with replacing your faulty product or help you with receiving a full refund.

## Returning or Replacing a Damaged Product

We apologize that you have received a damaged product. Please contact us with a description of the damage and any information on the driver who delivered it, to discuss replacing or refunding your damaged product.

## Returning an Unwanted Product

We are happy to return a product that you have changed your mind about. However, if you have used or installed the product, we will only be able to offer you a refund of up to 50% of its value. Please contact us to discuss your options.

## Consumer Contracts Regulations (formerly Distance Selling Regulations)

In accordance with EU consumer contracts regulations, we provide a 14 day cooling off period with a right to cancel for all online orders. This period starts the day after the goods are received. Flintshire Appliances will accept returns on goods even if the packaging has been opened to inspect them. All goods need to be repackaged in original packing and with all accessories and instructions before returning.

## Returns & Cancellations of Orders, Printing & Pricing Errors

Sometimes we make mistakes by unintentionally publishing inaccurate information on our site (e.g. the price, description or availability of a product you have ordered). In this instance we may have to cancel your order at any time, even if you have received your order confirmation email, and you will receive a full refund of any charges you already paid.