Masons Kings
www.masonskings.co.uk

RETURNS POLICY

In the unlikely event that you are unhappy with your purchase or have changed your mind, please notify us by emailing enquiries@masonskings.co.uk within 14 days of receipt. In order to qualify for a full refund, the item must be returned within 14 days in unused condition and in its original ,undamaged packaging. Simply complete the form below and return it to us along with the item. We recommend that you retain proof of postage. Please allow 14 working days from receipt of item for us to process the return and issue a refund. Return postage will not be credited.

If the product is faulty or damaged on arrival, you can return it to us within 30 days of the original date of purchase for an exchange or refund. Please contact us to arrange a collection. If outside the 30 days, but within the manufacturers warranty period, the product can be returned to us for repair. Upon receipt of the item we will assess and repair as necessary. Timescales for repair will vary, depending on time of year and parts supply chain. We do not cover faults caused by accident, neglect, misuse or normal wear and tear. If deemed to be the customers fault by miss use or operator error, the repair and returns cost will be chargeable and you will be notified by email prior to repair.

ONLINE ORDER RETURNS FORM

ORDER NUMBER	
NAME	
ADDRESS	
POSTCODE	
EMAIL	
PHONE	

REASON FOR RETURN **(Please tick ✓)**

ITEM FAULTY		Please give brief description
INCORRECT ITEM SENT		
CHANGED MIND		
ITEM NOT AS DESCRIBED		
DAMAGED ON ARRIVAL		

MASONS KINGS - RETURNS DEPT

RIXEY PARK

NEWTON ABBOT

TQ13 0BY