

This policy is only appropriate for use with regard to customers who are "Consumers". A "Consumer" means an individual acting for purposes that are wholly or mainly outside that individual's trade, business, craft or profession.

### Introduction

1. In certain circumstances we offer a full refund on goods returned to us within the appropriate timescale and in accordance with this policy.
3. The policy only applies where the purchaser is a "Consumer". A "Consumer" means an individual acting for purposes that are wholly or mainly outside that individual's trade, business, craft or profession.
4. For the avoidance of doubt where the purchaser is not a Consumer this policy shall not apply and the non-Consumer purchaser shall not have the rights contained herein.
5. This policy is in addition to your statutory rights, which are not affected.

### Distance Purchases

With regard to Distance Purchases you have cancellation rights under the Rights of Cancellation (Consumer Contracts Regulations 2013) ("the Regulations").

6. When it comes to Distance Purchases the Regulations define "Distance Selling" as a contract concluded between a trader and a consumer under an organised distance sales or service-provision scheme without the simultaneous physical presence of the trader and the consumer, with the exclusive use of one or more means of distance communication up to and including the time at which the contract is concluded. This is what is meant by a "Distance Purchase" in this policy.
7. With regard to Distance Purchases under the Regulations you have the legal right to cancel your order up to 14 calendar days after the day on which you receive your goods, with the exception of goods mentioned in clause 17 below. You do not need to give us any reason for cancelling your contract nor will you have to pay any penalty.
8. We will inform you of the right to cancel under the Regulations both before any contract relating to a Distance Purchase is entered into, and we will also provide this information subsequently.
9. Should you wish to cancel your order, you can use the cancellation form provided at the end of our terms and conditions or alternatively you can notify us by any other clear statement.
10. You cannot cancel your contract if the goods you have ordered are made to your specifications or are clearly personalised.
11. If you have received the goods before you cancel your contract then you must send the goods back to our contact address at your own cost and risk. If you cancel your contract but we have already processed the goods for delivery, you should not unpack the goods when they are received by you and you must send the goods back to us at our contact address at your own cost and risk as soon as possible.

12. Once you have notified us that you are cancelling your contract, and we have either received the goods back or, if earlier, received evidence that you have sent the goods back, we will process any refund due within 14 calendar days.
13. We may make a deduction from your refund for any loss in the value of the goods supplied if the loss is the result of unnecessary/inappropriate handling or storage by you.
14. We will inspect all goods upon return. The removal of labels or damage to original packaging will be taken as evidence of your use of the goods, and the goods cannot be returned in these circumstances. If through your handling or in transit to us the goods have decreased in value, we may decline to accept the return of the goods and to issue a refund.
15. Once the products are returned to us, you will receive a full refund, excluding the original delivery costs and any supplier restocking fees. You will be liable to arrange and cover the full cost of returning the order to us.
16. Products bought online or via any other Distance Purchase cannot be exchanged and may only be returned for a refund.

### **Statutory Rights**

17. If you believe your product is any way faulty, not of satisfactory quality, not fit for purpose, or not in accordance with its description, please contact us on:
18. This policy is in addition to your statutory rights as a Consumer, which are not affected.

### **General**

19. To exercise your rights, please contact us at: [hello@lightmyspace.co.uk](mailto:hello@lightmyspace.co.uk) or +44(0)1980 555 493. Please ensure that you state clearly that you wish to cancel, providing your invoice number, your contact details and details of the products you wish to cancel.
20. We will process your refund as soon as possible, but please note that, depending on your bank/card issuer, it may take up to 10 working days for your refund to appear in your account.
21. This policy may be changed from time to time at our discretion.