

## RescueFit UK Ltd. GOODS RETURNS POLICY V.1.0 (2022)

Please email [admin@rescue-fit.com](mailto:admin@rescue-fit.com) with your order number at the earliest opportunity.

### **1 >>> GENERAL REFUND:**

1.1 - RescueFit® UK Ltd. will offer a full refund if an item is faulty, not as described or does not do what it's supposed to. As a valued customer of RescueFit® UK Ltd. you have the same rights to refunds when you buy items in a sale as when you buy them at full price.

1.2 - RescueFit® UK Ltd. will not refund a customer if they damaged an item by trying to repair it themselves or getting someone else to do it (though a customer may still have the right to a repair, replacement, or partial refund. RescueFit® UK Ltd. does not have to refund a customer if they no longer want an item (for example because it's the wrong size or colour) unless they bought it without seeing it.

1.3 - You will need to retain your order number and provide the email address you used to purchase the item(s). It may take up to 8 days for your order to be returned to RescueFit® UK Ltd. It can then take up to a further 7 days from the date we receive your order back to our offices, for your order to be refunded. Once your refund is processed, it may take up to 5 days for it to clear with your bank.

### **2 >>> ONLINE, MAIL AND PHONE ORDER SALES:**

2.1 - Online, mail and telephone order customers have the right to cancel their order for a limited time even if the goods are not faulty. Sales of this kind are known as 'distance selling'. RescueFit® UK Ltd. will offer a refund to customers if they've told us within 14 days of receiving their goods that they want to cancel. They have another 14 days to return the goods once they've informed us. If this is the case RescueFit® UK Ltd. will refund the customer within 14 days of receiving the goods back. They do not have to provide a reason.

### **3 >>> REPAIRS AND REPLACEMENTS:**

3.1 - If a customer has 'accepted' an item, but later discovers a fault, RescueFit® UK Ltd. may have to repair or replace it. The customer can still reject the item after it's been repaired or replaced.

3.2 - A customer has accepted an item if they've:

- told RescueFit® UK Ltd. they've accepted it (having had enough opportunity to inspect the item before confirming they've received it)
- altered the item

3.3 - RescueFit® UK Ltd. will repair or replace an item if a customer returns it within 6 months - unless RescueFit® UK Ltd. is able to prove it was not faulty when they bought it. RescueFit® UK Ltd. can ask a customer to prove an item was faulty when they bought it if they ask for a repair or replacement after 6 months. Our customers have up to 6 years to make a claim for an item they've bought from us (5 years in Scotland).

### **4 >>> WARRANTIES AND GUARANTEES:**

4.1 - Our customers have the same right to free repairs or a replacement regardless of whether they have a warranty or guarantee or not. RescueFit® UK Ltd. may still repair or replace goods if a customer's warranty or guarantee has run out.

**5 >>> PROOF OF PURCHASE:**

5.1 - RescueFit® UK Ltd. will ask customers for proof that they bought an item from us. This could be a sales receipt or other evidence such as a bank statement or packaging. RescueFit® UK Ltd. will only accept returns from the person who bought the item.

**6 >>> DISTANCE (ONLINE) SELLING - RIGHT TO CANCEL:**

6.1 - An online or 'distance selling' customer can cancel their order up to 14 days after their order is delivered. They do not need to give a reason for cancelling.