

RETURNS & EXCHANGE POLICY

The Apay Team believe that you will be happy with your items purchased, but there may be occasions where you feel it is necessary to return an item. We aim to keep the process as simple as possible, and these terms do not affect your statutory rights.

Refunds will be given for any items returned to us in the same condition they were sent out. Return postage will be provided by Apay however our post & packaging charges will not be refunded.

To return an item, please contact our customer service team via email (apayproducts@gmail.com) with the subject "RETURN REQUEST". The email should include the following;

- Your order number
- Your first & last name
- The product you're returning
- The reason for your return

Including the details above will help us deal with your return effectively. It is Apay's best interest to attend to all return requests as soon as practically possible. Please note that we are unable to accept returns in person at our registered office address.

When a customer requests a return & refund, will provide the customer with a prepaid label. This label will be for a courier of our choice and will be for a trackable service.

We will arrange a return label for sending an item back to us if the item is; faulty, damaged or incorrect. If your return is not as a result of our error, and you're using a pre-paid returns label, we will deduct the cost of the return from your refund. We advise that all returns use a prepaid label provided by us, customers who choose to use a different courier/service to return an item back to us will not be refunded. If a customer chooses a courier of their choice to return an item, please inform us with the tracking number & name of the courier.

How Long Does a Refund Take to Process?

We will pay the refund using the same method of payment as you used to purchase the product. Refunds will be processed once an item has returned back to us and has been inspected. You will receive an email notification once the refund has been

processed, from that email notification it typically takes 3 -5 working days for the refund to arrive in your bank account, if not earlier.

Please note that it is the customer's responsibility to maintain and provide the correct delivery address at checkout. If an item is returned back to us as the address is incomplete and/or incorrect then you as the customer will be charged for the delivery.

Late or missing refunds

- If you haven't received a refund yet, first recheck your bank account
- Then contact your credit/debit card company, it may take some time before your refund is officially posted
- Next, contact your bank. There is often some processing time before a refund is posted
- If you've done all of this and you still have not received your refund, please contact us at apayproducts@gmail.com, and we will do our utmost to resolve as effectively as possible

Sale Items

If you purchase an item in the sale and it does not conform to the description or is faulty then you will be entitled to a full refund (to the value paid at checkout) or exchange, please contact us as highlighted in the returns section above. Please note if we have mentioned an item is defected and/ or short dated within the product description before the purchase then the item will not be refunded as you were notified of the defect before purchase.

If you cancel an order, we will repay the price of the order including the cost of delivery (except for the supplementary costs arising if you choose a type of delivery other than the least expensive type of standard delivery offered by us.

If you cancel only part of an order, we will repay you that part of the price related to the returned products.

We will make the repayment without undue delay and not later than:

- 14 days after the day we receive back from you any Products supplied, or
- (if earlier) 14 days after the day you provide evidence that you have returned the Products.

We will refund the price of the returned products using the same means of payment as was used to pay for the order unless you and we have expressly agreed otherwise. You will not incur any fees from us as a result of the refund.

At our request, we (or our nominated courier service) may collect the products from you.

Otherwise, you shall send back the products to us without undue delay and in any event not later than 14 days from the day on which you communicate your cancellation to us. The deadline is met if you send back the Products on or before the expiry of the 7 day period.

You will be able to return the products free of charge in the UK and up to a maximum cost of £7 per kilo from outside the UK if the Products are unwanted, faulty or damaged in transit.

As a consumer, you have legal rights concerning products that are faulty or not as described. Advice about your legal rights are available from your local Citizens Advice Bureau or Trading Standards office.

Nothing in these terms will affect your legal rights.