

Delivery, Returns and Cancellation Policy

CORPORATE STATEMENT

Delivery, Returns and Cancellation Policy

– Independence Products Limited

1. Delivery

All orders will be delivered within 2 working days of the day on which you place your order if the order is placed before 5pm on a working day.

If your order is placed after 5pm on a working day or on a Saturday, Sunday or public holiday, your order will be delivered within 2 working days of the first working day after your order is placed.

Orders are delivered by courier and we will provide you with tracking details for your order once it has been placed.

2. Returns and Distance Selling

Please see our Terms & Conditions for further information relating to the “Cooling-Off Period” and your rights.

If you are contracting as a consumer, unless one of the exceptions referred to in the When you do not have a right to cancel during the “Cooling-Off Period” section applies, you have a legal right to cancel for any reason, including where you change your mind about the products you have purchased, and receive a refund. This legal right lasts for a set period of time starting when you order products from us and is known as the “Cooling-Off Period”.

If the products you have ordered are defective or not as described, you may have additional cancellation rights which are not covered in this policy. For more information about these rights, please see our Terms & Conditions. You can also obtain more information about your legal rights by contacting your local Citizens’ Advice Bureau or Trading Standards office.

If you are not a consumer e.g. if you are a business or if you are an individual ordering products for business purposes, you will not be entitled to cancel during the “Cooling-Off Period”, but you will have certain rights in relation to products which do not comply with the Contract which are set out in our Terms & Conditions.

When you have a right to cancel during the “Cooling-Off Period”

You will have a right to cancel during the “Cooling-Off Period” if you have ordered products through our website, over the telephone or by post or email unless one of the exceptions explained below in the When you do not have a right to cancel during the “Cooling-Off Period” section applies.

The “Cooling-Off Period” starts from the date of order placement (when the Contract between us is formed). If the products have been delivered to you, you may cancel at any time within 14 calendar days, starting from the day after you have received the products. If your products are ordered together but delivered separately, this period begins the day after the last delivery is made.

When you do not have a right to cancel during the “Cooling-Off Period”

You will not have a right to cancel during the “Cooling-Off Period” if you have ordered products from us which are:

- ordered as part of a prescription or on the direction of someone who is responsible for prescribing medicine to you, or which are in some circumstances available either free or on prescription from health services;
- delivered to you sealed for health and hygiene purposes and which you have subsequently unsealed. This will include any products used in direct contact with your body or which may collect or retain any organic material when used e.g. any form of tourniquet or our Absorbz absorbent single use pillow case; or
- customised, bespoke or otherwise personalised for you.

How to exercise your right to cancel

Where you wish to cancel an order during the Cooling-Off Period, you need to contact us to tell us that you are cancelling.

You can contact us by calling us on 0115 975 7254 or by emailing us at sales@ipl.uk.com. We may ask you to provide certain information about your order so that we can process the cancellation.

If the products have already been delivered to you, you must also return the products to us as soon as reasonably practicable. You will have to pay the cost of returning the products. You have a legal obligation to take reasonable care of the products while they are in your possession.

3. Returns Policy**Returning products**

Any products returned to us must be in the same condition as when you received them and must be returned with their original packaging. If the products are not in the same condition when they are returned to us, we may reduce the amount of any refund to reflect the reduced value of the products.

If the products are delivered in sealed packaging for health or hygiene purposes, you will not be able to return the products once the packaging has been unsealed unless you are returning the products because they are defective or not as described.

If you are returning products, you must return them to us at the following address:

Product Returns

Independence Products Ltd

Unit 7J Blenheim Court

Blenheim Park Road

Blenheim Industrial Estate

Bulwell

Nottingham

NG6 8YP

You must return the delivery note included within your order with any products that you return so that we can process your return properly. If you do not return the delivery note this may prevent or delay us in processing your return.

You are responsible for the cost of returning the products unless you are returning the products because they are defective or not as described and we agree with you that they are defective or not as described, in which case we will refund your delivery costs.

Refunds

If you are entitled to cancel an order and return any products to us in accordance with the Cooling-Off Period, we will process the refund due to you as soon as possible. This will be within a period of 14 calendar days, beginning the day after we receive the returned product, or receive notification from you that you are returning the products to us.

We will refund you any money received from you, normally by using the same method originally used by you to pay for your purchase.

We may reduce the amount of your refund to reflect the reduced value of the products if you have used the products more than would be reasonable if you were inspecting the products in a shop.

For example, this could include circumstances where you have:

- unsealed the packaging for the products;
- used products more than once;
- marked or damaged the products in any way; or

- failed to follow any instructions regarding the use, maintenance or storage of the products.