

Returns Policy

Returns / Refunds

Should you upon receipt of your order, wish to cancel the purchase, you would need to communicate this to us within 7 days after having received the goods.

1) If your motivation for cancellation is based upon fact that the goods were received in a damaged or defective condition, we will require for you to return the goods to us, and we in turn will either replace the said merchandise with new product or refund you in full including all transport costs incurred.

2) Should your decision to cancel the purchase be based upon the fact that the goods supplied to you do not meet with your expectations, notwithstanding the fact that they have been received in good order, you would need to return the goods to us via pre paid insured post/courier. Upon receipt of the goods and provided they are returned unused in their original packing in perfect condition, we will refund the full amount of the cost of the goods only, less a 15% handling charge. All costs incurred in sending the goods to you will not be refunded.

Goods manufactured / ordered to Buyer's specific requirements may under no circumstances be credited for reasons of unsuitability. In order to receive a refund, your purchase must be returned in as-new condition, in original packaging and with all manuals and accessories, including keys if applicable. Please allow 14 days from date of return for refunds to be processed and credited to your account.

Cancelled Orders.

Please note that cancelled orders may be subject to a Cancellation fee of upto 15%. This includes the cost of packaging and transferring the item(s) as well as fees payed to VCS and other service providers.