

# **Tendercare Ltd Returns & Refund Policy**

## **Returns**

We are happy to refund or exchange any unwanted item provided you notify us within 14 days of receiving your order. You then have a further 14 days from the date you notified us to return the item to us.

Your order must be undamaged, unused and in its original packaging.

All costs of returning unwanted items are to be covered by the purchaser. If the item you have received is wrong or faulty, postage will either be reimbursed or Tendercare Ltd may arrange collection. For faulty or incorrect items, please contact Tendercare Ltd within 30 days of receiving your order.

For items being returned by post, you must obtain a proof of postage. We would recommend using a trackable service such as Royal Mail Special Delivery. Please be advised Tendercare Ltd is not liable for your return whilst it is in transit to us.

Postal returns should be sent to

Tendercare Ltd, Unit 10 Minster Court, Courtwick Lane, Littlehampton, BN17 7RN

In the case of large items which cannot be returned by Royal Mail (e.g. buggies, car seats), these must be returned via a trackable courier service. If you do not have access to arrange a courier / would prefer for Tendercare Ltd to arrange collection, we are happy to do so but this cost would be deducted from your refund amount. We will advise you of this cost before collecting.

If you would prefer to bring the unwanted item directly to Tendercare Ltd, Littlehampton, we are happy for you to do so, providing you contact us first to arrange.

## **Refunds**

Once your item has been fully inspected, following successful inspection, Tendercare Ltd will issue a refund.

Refunds will be issued within 14 days of receiving your return.

Refunds will be made either by bank transfer or by cheque.

Refunds will be made to the person who originally paid for the order.

This does not affect your statutory rights.