

Returns Policy

Updated - 09 October 2007

This may vary slightly from website to website, please read the returns policy attached to each website before ordering.

We want you to be completely satisfied with your purchases. Please let us know if you are not entirely satisfied with our products or our service, so that we can rectify the situation.

We try to ensure that the products are the same as our original samples, although sometimes differences do occur. Items are described and photographed as accurately as possible, but please note that sizes, colours and designs may vary.

If you need to return anything, there is a set procedure that must be adhered to.

Eligibility must be established prior to returning products to us by contacting Customerservice@p5trading.co.uk.

To return any product you will need a Return Merchandise Authorisation (RMA) Number. Without an RMA Number, no refund or replacement will be given. Details that you need in order to complete an RMA request include your order reference number, your name, product description and serial number if applicable and a description of why you are returning the item.

Once an RMA Number has been issued, you can return the goods to us – using a traceable carriage method e.g. Royal Mail recorded delivery.

Only goods with an authorised returns number clearly displayed on the outside of the packaging can be accepted.

Please e-mail us with the tracking details of the return.

You are responsible for the cost of returning the goods to us.

If the product is damaged in any way or has become broken in transit please email

customerservice@p5trading.co.uk within 48hrs of receipt.

Faulty goods

In the case of returning faulty goods, please give a detailed description of the fault. This will enable us to test the returned product quickly and arrange a replacement as soon as possible. In any event, if the item is faulty, you can expect to receive a replacement (if in stock) within 14 working days.

Any replacement will not be sent out until the original goods have been tested and proved faulty. If you urgently need a replacement, you will need to place a new order and pay for another item, including delivery. Only once the goods are confirmed as faulty, will a refund be given. If goods are returned as faulty and are subsequently proved to be in full working order, you will not be sent a replacement and will be responsible for the delivery costs to return the goods to you. If a product is returned to us, which subsequently proves to have not originated from us, then no refund or replacement will be sent and you will be responsible for the delivery costs to return the goods to you. Refunds on postage will not be given under any circumstances.

Non Faulty goods

In the case of returning non faulty goods, you bought the wrong size / don't like it / you meant the pink one...can you get your money back?

Of course! We've all done it and there is nothing wrong with changing your mind.

All we ask is for you to return it with a valid RMA number by "signed for" delivery in an unused condition and we'll refund the cost of the item minus postage. Unwanted items must be returned unworn / used and with any seals intact within 14 days.

All products must be returned complete and in their original condition including packaging, instructions and accessories.

Goods are not sold on a trial basis.

Please note we are only able to replace identical products (requests for different sizes acceptable), so if you wish to order additional items it will be treated as a new order.

Underwear, swimwear, items of a personal intimate nature and any opened software or DVD's are non-returnable.

Any returned items that have any signs of abuse or intentional damage will be refused and returned to sender at sender's cost.

For items returned in a non-resalable condition (unless faulty) P5Trading reserves the right to levy a 15% Re-stocking fee to cover admin costs.

If a product is returned to us, which subsequently proves to have not originated from us, then no refund or replacement will be sent.

You are responsible for the cost of returning the goods to us, we are not liable for any consequential loss or expenses, however caused, including incidental return cost, refunds on postage will not be given under any circumstances.

Cancellation of orders

You have the right to cancel your order within 7 days. No questions asked.

If we have already dispatched your order, a full refund will be given minus any shipping costs on the return of the goods.

Orders that have not yet been despatched can be cancelled for a full refund.

Distance Selling Regulations

Under the distance selling regulations, the following applies with regards to refunds and returns.

Please note that these regulations are applicable for private customers only.

The buyer is entitled to return the goods within 7 days for a refund subject to the following :-

- 1) It is reasonable for the buyer to open the outer packaging and inspect the goods.
- 2) Any software or DVD's that forms part of the goods (driver and software disks) if unsealed by the buyer are exempt from the right to cancel and return the goods under the Distant Selling Regulations.
- 3) Computer systems built or any items that are bought to the customer's individual specifications are exempt from the right to cancel under the Distance Selling Regulations.
- 4) If the buyer rejects any of the goods in accordance with these regulations, they are still responsible for the costs to return the goods to us.
- 5) If the returned goods are not in a resalable "as new" condition, then the company reserves the right to charge a re-stocking fee of 15%. Whether goods are returned in a resalable condition is to be judged by the company. For any returns which do not fall under the distance selling regulations, procedures will be at the company's own discretion. The company is not obliged to refund items outside of this time frame, and any such returns will may be subject to a 15%

re-stocking fee. Any correspondence relating to returns is by e-mail only.

6) Items that are physically damaged, opened and used items, opened software & DVD's, any incomplete items or goods returned without original packaging, will not be eligible for a refund.

Nothing in this Returns Policy affects your statutory rights or your rights under any contract you may have with us.