## How to make sure your return is hassle-free

For a quick and easy return, make sure:

* the item is returned in its **original product packaging and is unused;**
* you return **all the parts** of the item you received;
* you’ve kept to the **time limits;** and
* the item is **not a non-returnable item.**

**Time limits**

If we deliver the **wrong item** to you, your item arrives **damaged on delivery**, your item is **missing parts**, or you **changed your mind** and you no longer want the item, you must return it to us within **30 days** of delivery. You must return defective items within **6 months** of delivery.

**Prepare your return**

Please package your return carefully to prevent damage during transit.

You must return the item in its original product packaging with all the accessories and parts included, and all seals must be intact (if applicable). If you don’t, we will not accept the return and will send the item back to you. However, you may log the return again if you can do so with all the missing packaging and parts, but we may charge you a fee for collecting the item from you and, where applicable, a fee for delivering the same or a replacement item back to you.

**Wrong item, damaged on delivery, or missing parts**

If we deliver the wrong item to you, your item arrives damaged on delivery, or your item is missing parts, you must return it to us within 30 days of delivery.

We can replace the item, or refund you – it’s your choice. However, if we do not have replacement stock available, we’ll rather refund you.

* An item will not be considered as damaged on delivery if, for example, the item:
* is damaged by you;
* is damaged due to electrical surges; or
* works as described on our website, but you’re using it for an unintended purpose.

**You changed your mind**

If you simply changed your mind and you no longer want the item, you must return it to us within 10 days of delivery.

**Defective items**

You must return defective items within 7 days of delivery.

When we receive the item, we’ll inspect it. If we accept the return, you must choose whether we should replace the item, or refund you. Keep in mind that we may not always have replacement stock available.

**A defective item will not be accepted if the item:**

* is damaged due to normal wear and tear (that means the normal damage that occurs over time);
* is damaged by you or you didn’t take good care of it;
* is damaged because you modified it; or
* works as described on our website, but you’re using it for an unintended purpose.

**Wrong item returned**

You must return the correct item. Please contact us immediately if you have returned the wrong item because we dispose of incorrect returns. We cannot guarantee that we will find your item and unfortunately, we will not pay for lost items. If we find it, you will have to collect it.

**Taking back your item**

If we reject your return, we will send the item back to you. If we can’t deliver the item to you within 30 days of its return having been rejected, for example because you are unavailable or you refuse delivery, we will consider the item abandoned and may dispose of it.

**Non-returnable items**

If you’re unsure whether your return will be successful, please contact us and we can figure it out together. For example,

If you put your name on it, it’s yours forever

**Exchanges**

Got the wrong book? Contact us to arrange an exchange for the book that you really wanted

**Returns and refunds**

When you log your return, you can choose whether we must refund you the same way you paid, or replace the item.

If you want us to refund you, we will refund you the same way you paid. Funds can take 3 to 5 business days to reflect in your account and are subject to your bank or payment provider’s processing times. If your original payment method is not available, we will ask you for your bank details which we will have to verify before we can refund you. This could take a little longer than 5 days.