

## Returns & Replacements

In order to enable us to process your returns, please note that prior to returning any item you must contact a sales representative and obtain an RMA number. You will then need to complete a Returns Form and enclose this in with the returned good(s).

[Click here to access the Returns Form](#)

We source our products carefully, test them rigorously and select them in the genuine belief that we have chosen the best value product in the range. We stand behind our products and our returns & replacement policy demonstrates our confidence in our selection process.

We hope you are pleased with your purchase but we understand there are occasions when you need to return goods to us.

Products purchased from our sites may be returned within 30 days of the date of shipment. Products that arrive defective or have become defective within 30 days of shipment may be exchanged for a replacement product. All replacements must be an identical product and version, unless that product has become unavailable through our site, in which case a comparable product will be sent. Unless previously agreed in writing, shipping costs are not refunded on returned items. CuteBitz do not issue credits against return shipment costs.

Unwanted products purchased from our sites must be returned to us within 10 days from the date of shipment after which time any returned products may be refused.

Items should be returned in as-new condition, disassembled, in original packaging with the packing slip, all warranty cards, UPC tags, manuals and accessories in the original shipping carton or similar packaging. Failure to return all original merchandise with accompanying accessories and materials will result in the product being returned without credit and at the expense of the customer.

Please Note: It is the customer's responsibility to ensure that all returned goods are sent via a satisfactory delivery service. We can not be held responsible for non-receipt of goods, or goods damaged in transit when being returned to us. We advise customers returning goods send them via a form of Recorded Delivery service and ensure adequate compensation is purchased.

## Discrepancies

Any discrepancies must be reported within 48 hours of receiving your order. It is important to note the name of your Sales Consultant who has dealt with your return. Any discrepancies with your order will be logged in our system for quick reference so that we can better manage your account. No returns or exchange will be allowed after 10 days from receipt of your order.

## Faulty Goods

If you are reporting faulty goods within 28 days of receipt (14 days for business customers), then as soon as we have received the returned goods, complete, in the original condition and in the original packaging and undamaged, we will test them within 10 days. We'll either issue you with a replacement product or a full refund via your original payment method.

## Goods Damaged In Transit

If your goods have been damaged in transit, you must report the incident within 7 days of receipt. If the damage is clearly visible on delivery, then you must note this on the delivery note when you sign for the goods. Once the damaged goods have been received back into our warehouse, we'll issue you with a replacement product.

## Replacements

Once the return process is satisfactorily completed, we will replace the returned item to you. Where the item is faulty we will replace the item at no further cost to you. Where the item is unwanted and exchange for an alternative product you will be liable to pay additional shipping charges.

Tel: +44(0) 203 239 80 46  
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Email: info@CuteBitz.com  
Web: www.CuteBitz.com

**Registered Office:** 2nd Floor, Old Inn House, 2 Carshalton Road, Sutton, Surrey, SM1 4RA  
**Invoicing Address:** Ground Floor Office, 23 High Path Rd, Guildford, Surrey, GU1 2QG

Registered in England , No. 6547472  
VAT Registration Number: GB932214847

## Refunds

We will notify you by email, as soon as the return process has been completed satisfactorily and a refund has been agreed. You can then expect a refund in the same form of payment originally used for purchase within 14 business days after we have sent you the notification email.

## Undelivered Items

If an item is return to us for reasons such as an incomplete postal address being supplied by you, or the item not being collected, we reserve the right to charge you additional shipping on the item prior to dispatching it to you again.

## Cancelling An Order Prior To Dispatch

You can cancel any order that has not yet entered the "Delivery" process. Please contact us via email to notify us of a cancellation.

### **Please Note:**

Most orders are sent for processing at our fulfilment centre within **1 hour** of being placed. Once an order has been sent to the fulfilment centre the "Delivery" process begins. Due to the large volume of orders we handle, although we will make every effort to recall your order, we are unable to guarantee cancellation of the order before it ships.

If the order you want to cancel has already entered the "Delivery" stage, you will need to wait until the order is delivered to you before you can cancel the order.