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## **Privacy Policy**

Splimple Limited fully respects your rights to privacy and utilises the following practices with regard to any information we are provided with or obtain about users of this site.

In order to fulfil transactions or provide service to you as a customer, you may be required to provide us with certain information. Such information may include your name, address, phone number and credit card information.

By providing this information you agree to allow us to utilise this to complete all transactions

that you request through this website. Due to the nature of the Internet, such information may pass through any country.

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### **Returns & Refunds Policy**

We understand that occasionally there will be a need to return an item to us. If you need to return an item to us please follow the following procedure.

1. Please contact us on 01789 772377 and explain the reason for the return, quoting your order number.
2. We may either give you a returns number to quote, or send you a returns form to complete and return with the items. We will advise you of the address to send the items to and any further details that you need to be aware of.
3. When returning your items, please ensure you clearly state your returns number on the outside of the parcel, and include your returns form (if you have one) inside the parcel. You should keep the sales receipt/dispatch note or other documents as your proof of purchase.

4. Goods must be returned by you, the purchaser, at your expense and should be adequately insured during the return journey. If the product is faulty/issued incorrectly then the return postage cost will be refunded to you, but you must include a copy of the postal charge receipt/detail for us to refund the cost of the return postage.
5. We ask that customers obtain a proof of postage or request a signature on all postal returns as we cannot be held responsible for packages that do not reach us.
6. We will make the refund through the same payment method used to place the original order within 30 days of receiving the returned items.