

CONSUMER RIGHTS REGARDING RETURNS AND REFUNDS

1. If you are a consumer (as defined in the Unfair Contract Terms Act 1977 Section 12), you have the legal right to cancel a contract under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 without explanation during the period set out below in clause 3.1 and 3.2.
2. However, this cancellation right does not apply in the case of:
 - 2.1. all bespoke made-to-measure and personalised products. This will not affect your legal rights if the products are faulty or incorrectly described.
 - 2.2. all products which have been installed and/or changed in any way.
3. According to clause no. 1 of “THE CONSUMER RIGHT OF RETURN AND REFUND”, your legal right to cancel a contract begins from the moment when we confirm the acceptance of your order. The cancellation period ends as follows:
 - 3.1 If the contract pertains to a single product, the cancellation period ends at the end of 14 days after the day on which you receive the product.
 - 3.2 If the contract is one under which multiple products are ordered in one order, but delivered on different days, the cancellation period ends at the end of 14 days after the day on which the last product is delivered.
4. Under clause no. 1 of “THE CONSUMER RIGHT OF RETURN AND REFUND”, to cancel a contract, you are required to inform us beforehand of the decision to cancel. You can do this via e-mail office@polishinterior.com , by post to Fifteen Rosehill, Montgomery Way, Rosehill Estate, Carlisle, CA1 2RW, or by providing any other clear statement setting out the decision to cancel a contract.
5. Under clause no. 1 of “THE CONSUMER RIGHT OF RETURN AND REFUND”, if you cancel your contract we will:
 - 5.1. refund you the price you paid for the product . If the value of the product is diminished by any amount as a result of mishandling of the products by the consumer, we may recover that amount up to the contract price.
 - 5.2. reimburse any payment for delivery received from you up to the amount that would have been paid if the least expensive method of delivery was chosen.
6. If the product has been delivered to you before you decide to cancel your contract:
 - 6.1. you are required to return the product no later than 14 days after the day on which you inform us that you wish to cancel the contract;
 - 6.2. please be aware that you will be required to pay for returning the product to the sender.
7. We are responsible for the delivery of the products that are in compliance with this contract.
8. Advice regarding consumer legal rights is available from your local Citizens' Advice Bureau or Trading Standards office.