

14-DAY RETURNS POLICY

At Matt:e Ltd., we aim to ensure complete customer satisfaction with our products. If, for any reason, you are not satisfied with your purchase, you have the right to return the item(s) within 14 days of receipt, in accordance with UK consumer law. This policy applies to all components and units purchased through our website or by phone. Matt:e Ltd will always process returns in accordance with this policy. Please notify us immediately if you intend to return an item, so that we can process your request quickly and efficiently.

1. Eligibility for Returns when cancelling an order

To qualify for a return, the following conditions must be met:

- You must return the item(s) within **14 calendar days** of the receipt date.
- The items must be **unused, in original condition and in the original packaging** (including any manuals, accessories or documentation).
- Proof of purchase (invoice or order confirmation) must be provided.
- Items that are **custom-made, special orders or non-standard products** may not be eligible for returns unless faulty.
- Products that are damaged due to misuse, improper handling or installation are not eligible for return.

2. Exclusions

The following items are excluded from our 14-day returns policy:

- **Customised or bespoke** products, unless faulty.
- **Perishable goods** (such as batteries, if opened)
- **Products sealed for health and safety reasons**, once unsealed, unless they are defective.

Items that may be excluded for this returns policy will be clearly identified as non-refundable at the time of purchase or as above.

This section does not affect your statutory rights. If your item is faulty or unsatisfactory, please refer to the **Legal Rights** section below.

3. Order Cancellation Prior to Dispatch

- You can cancel your order any time before it has been dispatched by contacting Matt:e Ltd via 01543 227290 or info@matt-e.co.uk
- If the order has not yet been processed for dispatch and if payment has been made, we will cancel the order and issue a full refund or credit note if ordered on account.
- If the order has already been dispatched, you will need to wait until the goods are delivered and follow the return procedure in this policy. If shipping costs were added to the invoice, these will not be refunded.

4. How to Return Items within 14 cancellation period

If you wish to return an item that requires cancelling:

1. Contact Matt:e Ltd within **14 days** of receipt via phone at: 01543 227290 or email: info@matt-e.co.uk
2. Provide the **order number**, a brief description of the item and the reason for the return.
3. Our Returns team will provide you with a **Return Authorisation Number** and details of how to return the product. The Returns team can be contacted direct at returns@matt-e.co.uk
4. Package the item(s) securely, ensuring they are in their original condition and packaging.
5. Clearly label the item(s) to the address provided in the return instructions.

Please note: It is your responsibility to ensure that the item(s) reach us safely. We recommend using a **trackable delivery service**.

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5. Return Shipping Costs

- If you are returning an item, due to a **change of mind** or **unsuitability**, you will be responsible for return shipping costs.
- If the return is due to a **faulty product, incorrect item shipped or damaged goods on arrival**, Matt:e Ltd. Will cover the return shipping costs.

6. Refund Process

Once we receive the returned item(s) we will conduct a quality check to verify their condition. Once the return condition is confirmed, we will process your refund or credit note:

- Refunds will be made to the original payment method (e.g., debit/credit card) **within 14 days** of receiving the returned goods.
- Refunds will be for the original purchase price of the item(s) but not for any shipping costs, if any were charged.
- If the returned product does not meet our return criteria (e.g., damaged or incomplete), we reserve the right to refuse the refund or issue a **partial refund**. A deduction from the refund may be made for any loss in value of the goods, due to any unnecessary handling by yourself.

7. Exchanges

If you would like to exchange an item, please return the original item(s) following the above procedure. Once processed, you may place a new order for the replacement product. Exchanges are subject to product availability.

8. Faulty, Damaged or Incorrect Products.

If your product is **faulty, damaged or an incorrect order** upon arrival:

- Contact us within **14 days** of receipt with details of the defect/ error. Email your query to the **Returns** team, returns@matt-e.co.uk. They will provide you with a **Return Authorisation Number** and details on how to return the product.
- We may request photos or further details for assessment.
- Faulty items will either be **repaired, replaced or refunded/credit note issued**. Depending on the circumstances and product availability.

9. Legal Rights

This policy does not affect your statutory rights under the **Consumer Rights Act 2015**. If you have received a faulty, damaged or incorrect item, you have the right to request a repair, replacement or refund, as appropriate.

10. Contact Information

For further assistance with your return, please contact us:

- Phone: 01543 227290
- Email: info@matt-e.co.uk
- Return Address:
Matt:e Ltd.
Unit 1, Langley Brook Business Park,
London Road,
Middleton,
Tamworth. B78 2BP

If you have any questions regarding making a return or the contents of the 14-Day Returns Policy, you can contact our Customer Service team on : 01543 227290