

RETURNS www.appmansecrets.com and www.thinkemotion.co.uk

To ensure that your return can be processed in a timely and efficient manner, please ensure that all fields below are completed in full.

Please note that we cannot process 'exchanges' for differently priced items. Please return your order for a refund, then reorder the different item.

All returns are processed according to our returns policy and your statutory rights.

For full terms and conditions regarding returns, please refer to the Returns policy on the appropriate website.

Order details	
Order number	
Full name	
Date received	
Articles for return	
Authcode (if applicable)	
Product code	
Quantity	
Item	
Price	
Reason for return	

It is your responsibility to ensure that the goods are returned to us in good condition. You should:

- 1) Package the articles carefully
- 2) Use Royal Mail Special Delivery or Parcel2go.com to return the item(s), insured for the appropriate cost
- 3) Retain the tracking number for your records

Return Address:

65 Caesars Walk
Mitcham
Surrey
CR44LF
United Kingdom

• 1.1

In addition to your statutory rights, we offer you 30 days to change your mind on any purchase provided the following conditions are met:

- o The item(s) are returned in the perfect condition in which it was received. Before despatch, all of our items are checked by two members of staff and every item is confirmed to be in perfect condition.
- o The box, guarantee booklet and all instructions (if applicable) are returned with the item.
- o A statement of your name and/or order number. This usually means that you return the original invoice. If unavailable, you may include a note to include your name and order number as well as a statement requesting a refund.
- Upon receipt of the goods, the item is inspected by two different members of staff. If these conditions are met then you will be eligible for a refund.

• 1.2

All of our items are checked with a stringent quality control process. If you feel an item has not been received in perfect condition then you should first email us to explain what you feel we have missed in our quality control process. We will then discuss this fault with those who performed the quality control checks on the item and we will reply to your email with our own conclusion and provide instructions if you feel you need to dispute this.

• 1.4

You are not eligible for a refund if the item has been used, marked or shows any signs of usage. If the item is marked in any way then you have accepted the item and are no longer eligible for a refund or exchange under the terms of the cooling off period in the Distance Selling Act.

• 1.6

If in the unlikely event that we have sent you the wrong item, you are eligible for a refund on your return postage costs. Please contact us in advance to inform us of this. After we have received the faulty item from you, we will despatch the correct one immediately.

- 1.7

Once the item has been received, ownership of the goods is transferred to you and from this point the item is your responsibility. It is therefore your responsibility, in the event of a need to return it to us, to ensure the item is returned to us in a safe manner and is packaged correctly to avoid damage.

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- 2. The process of refunds and exchanges

- 2.1

Refunds are usually processed within 14 days of receipt, however please allow up to 30 days for the money to appear on your statement.

- 2.2

Refunds are processed according to the original method of payment. When this is not viable, refunds are given to you in the form of a cheque.

YOU WILL RECEIVE EMAIL UPDATES AT EVERY STAGE OF THE RETURNS PROCESS. IT IS NOT NECESSARY TO CONTACT US WHILE THIS PROCESS OCCURS.