

## FULL STOP BOWL LIMITED RETURNS POLICY

1. You have a legal right to change your mind within 14 days and receive a refund. The 14 day period commences with the day you (or someone you nominate) receive the ordered goods unless your order is split for delivery in which case the period runs from the day you (or someone you nominate) receives the last delivery comprising the order.

2. To cancel your order, please let us know by doing one of the following:

Email us at [customerservice@fullstopbowl.com](mailto:customerservice@fullstopbowl.com) providing your name, home address, details of the order and, where available, your phone number and email address.

[Print off this form](#) and post it to us at the address on the form.

Write to us at the address on that form, including details of what you bought, when you ordered or received it and your name and address.

3. If you cancel the contract for any reason after your order has been dispatched to you, you must return what you receive to us at our registered office. If you are exercising your right to change your mind you must send off the goods within 14 days of telling us you wish to cancel.
4. We will pay the costs of return if a Full Stop Bowl received by you is faulty or mis-described. In all other circumstances (including where you are exercising your right to change your mind) you must pay the costs of return.
5. We will refund you the price you paid for the product, by the method you used for payment. However, we may make deductions from the price, as described below. We will not make any payment or refund in respect of any payment made by you (or on your behalf) as described in Condition 11 of our Terms and Conditions.
6. If you are exercising your right to change your mind we may reduce your refund to reflect any reduction in the value of the goods, if this has been caused by your handling them in a way which would not be permitted in a shop.
7. We will make any refunds due to you as soon as possible. If you are exercising your right to change your mind then your refund will be made within 14 days from the day on which we receive the Full Stop Bowl back from you or, if earlier, the day on which you provide us with evidence that you have sent the product back to us.