



## **Online Sales and Returns Policy**

Thanks for shopping at CERA Cycloan.

If you are not entirely satisfied with your purchase, we're here to help.

### **Returns**

On receipt of your item and if you are not entirely happy with the item you have purchased from us you have 7 days to notify us in writing of any concerns you may have (**contact;** [sales@ceracycloan.co.uk](mailto:sales@ceracycloan.co.uk) or call us on 0161-474-0990)

Once we have been notified you have 30 calendar days to return an item from the date you received it.

To be eligible for a return, your item must be unused and in the same condition that you received it.

Your item must be in the original packaging and packed securely for a safe return.

Your item needs to have the receipt or proof of purchase.

### **Refunds**

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item.

If your return is approved, we will initiate a refund to you via the original method of payment.

You will receive the credit within a certain amount of days, depending on your card issuer's policies.

### **Shipping**

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable unless we deem a fault is our responsibility.

If we agree to arrange the return shipping for you, and if you receive a refund, the cost of return shipping will be deducted from your refund unless we agree otherwise.

**Contact Us...** If you have any questions on how to return your item to us.