

I received my order damaged, can I return them and how?

Upon receiving an order from us, it is essential that you check it thoroughly within 7 days of delivery.

If you discover that an item or items that you've received from us appear to be damaged or defective, please email us as soon as possible explaining the problem in as much detail as possible.

In your email please include your name, the name of the person who placed or paid for the order (if different), the order number (starting with RC), and the nature of the problem. If you can attach a photo of the defective items it will be very helpful and speed up the process.

Unfortunately due to the nature of our business we cannot accept any claims over the telephone, but only in writing. Email is preferable, however if you do not have access to it, you can always send us a fax or a letter in the post.

We will aim to reply to your email, fax or letter within one to two working days. We will investigate your claim, and depending on the nature of the issue and upon the details you provide to us, we may request that you return the items back to us for inspection.

Upon examining the damaged/defective items you return and confirming the defects, we will then arrange to dispatch replacement items to you as soon as possible.