

Returns Policy

We want our customers to be satisfied with every purchase. If for any reason you are not happy with the item purchased you may of course return it to us for an exchange or refund within 30 days.

We ask that all items are returned unused, free from defects and with their original packaging. By reason of their nature we are unable to accept back any airbed, bedding, hosiery, underwear or cosmetic product that has been removed from its packaging, unless the product is faulty.

Once we have received the goods and checked them, we will exchange the item or refund your money, less any express or next working day shipping costs.

If you have received an item in a damaged condition please call us at your earliest convenience. One of our dedicated customer service advisors will be able to advise you on how to proceed with the return. You will be required to quote your order reference number so please have this available when you call. You have 5 days from receipt of the damaged item to return it to us.

Returns Procedure

Please complete Section 1 of the Returns Form. If a package is returned without Section 1 complete we cannot guarantee your return will be processed promptly.

Pack the Returns Form together with the goods ensuring packaging is secure and return to our distribution centre at the following address. For your convenience you may cut this address from your Returns Form and affix it to the parcel.

Online Returns Dept
Strand House
Loughanhill Business Park
Gateside Road
Coleraine
Northern Ireland
BT52 2NR

Please note:

- Returns must be received within 30 working days from the day after you received the goods.
- The item is your responsibility until it reaches us. For your own protection, we recommend that you use a delivery service that insures you for the value of the goods.
- The cost of returning the item to us is your responsibility.

Your statutory rights are not affected.