

Returns Policy

All orders have a 30 day return policy

You may cancel your order within 14 calendar days from the day after you receive all goods in an order. Once you've cancelled an order you then have a further 14 days to send the goods back to us.

All items **MUST** be returned with our Returns Form. Returned items without this form cannot be processed. Items returned to us must be unused and in their original packaging so they are fit for resale. We will happily replace or exchange any goods that are received as faulty or not fit for purpose.

We can only accept returned mats or cables that have **NOT** been unrolled. Any returned items in an unrolled condition will be refused for exchange/refund as they cannot be resold. If you are unsure the item will not fit the above requirements, please call our technical team and they will happily advise you. We recommend using a recorded delivery service when returning an unwanted item as we cannot be responsible for the item until we take receipt of it.