

## Returns

### Your right to cancel

Should you proceed to order you will have the right to cancel for the purchase of any item from the time it is ordered to within seven working days of delivery (starting the day after you receive the goods). This will apply to your order unless you order video, DVD, Audio, Multimedia & Software products and the item has been unsealed. Should you cancel the contract we will then refund you the price you have paid for the goods and standard delivery costs, but not a service provided by us, such as a gift wrap service or a special delivery service. You are under a duty to take reasonable care of the goods, which means the goods must be unused. Should you order, details of this right will be sent to you with your confirmatory e-mail.

### How to cancel

To cancel a contract, please send in writing, a request to cancel the contract, by either post or e-mail to the following address:

Innervate Ltd  
117 Waterloo Road  
London SE1 8UL

Email: [info@innervate.co.uk](mailto:info@innervate.co.uk)

Please clearly state your order number, the date of purchase, your name and contact details, the item you wish to cancel and the reason as "cancellation of contract".

Once you have made a request in writing, we will send you a returns form. Please complete this, giving the reason for return as "cancellation of contract". Please appropriately package the items with the receipt and send it to us so that we receive it 10 working days after it was delivered to you. The return address is:

Innervate Ltd  
Returns Department  
117 Waterloo Road  
London SE1 8UL

Please note that you will be responsible for the costs of returning the goods to us unless we deliver the item to you in error or the item is faulty. If we do not receive the goods back from you, we may arrange for collection of the item from you and charge our cost of collection to you. When we receive notice of your cancellation of this order, we will refund the relevant part of the purchase price for that item to you as soon as possible, and within a maximum period of 30 days.

## **Returns Policy**

At Innervate we want to provide you with the best possible customer service. If you need to return your goods please follow our 3 Point Returns Policy:

1. Any product can be returned for whatever reason for a refund of the cost of the product as long as the product is returned in its original condition. Please ensure that software, DVD, video and audio products have unopened packaging and/or seals, unless the item is faulty.
2. You will be fully refunded, including return of Royal Mail Registered Delivery costs for the UK and proof of posting from Europe, for a product which is damaged, faulty or incorrectly shipped or any circumstance that is in our error.
3. The product must be received by our returns department and have been sent to us within 30 days of receipt, at the address shown below:

Innervate Ltd  
Returns Department  
117 Waterloo Road  
London SE1 8UL

This returns policy is separate and additional to your right to cancel.

## **Our Contact Details**

If you have any questions regarding Innervate, its products or an order that you have placed please contact us either by email at [info@innervate.co.uk](mailto:info@innervate.co.uk) or use the feedback facility available or phone 0203 479 5111 (Monday - Friday 09:00am-5.30pm) - calls will be charged at national rate.