

Refund & Return Policy

Tools:UK Limited; Honnington Farm, Vauxhall Lane, TN4 0XD

Refunds

Tools:UK Limited referred to as Tools UK, provides a refunds policy of ninety (90) days; This includes products that have been unopened in the original packaging or have never been used.

If an order is cancelled before dispatch, Tools UK shall refund the Customer in full for the cancelled Products.

When the Customer is entitled to return a Product, Tools:UK shall schedule a return with the Customer via email.

Tools:UK is responsible for covering all associated costs of a return, save where the Product weighs over 20kg; Tools:UK shall send the Customer a pre-paid returns or arrange the collection, providing a date and time window for collection. Tools:UK will issue the applicable refund to the Customer within two days of return of such Product.

Returns

The Buyer has a legal right to change their mind within fourteen (14) days of delivery of the Products ("Cooling-off Period") without giving a reason. Please note that the Buyer's right to change their mind does not apply to any bespoke Products the Buyer purchases. The Cooling-off Period will expire fourteen (14) days from the day on which the Buyer acquires, or a third party indicated by the Buyer (other than the carrier) acquires, physical possession of the Products. The Buyer may return all Products delivered or in respect of certain Products only.

To exercise the right to cancel, the Buyer must inform Tools:UK their decision to return the product/s by making a clear statement sent by email or post. To meet the cancellation deadline, it is sufficient for the Buyer to send their communication concerning the exercise of their right to cancel before the Cooling-off Period has expired.

Tools:UK may withhold reimbursement until it has received the Products back or the Buyer has supplied evidence of having sent back the Products to Tools:UK.

Tools:UK may make a deduction from the reimbursement for loss in value of any Products supplied, if the loss is the result of unnecessary handling by the Buyer. The Buyer is only liable for any diminished value of the Products resulting from the unfair and/or unreasonable wear and tear of the Products other than what is necessary to establish the nature, characteristics and functioning of the Products.

If the Buyer wishes to exercise their rights to a refund the Buyer must return the Products to the address(es) made available by Tools:UK in a reply email to the buyers' refund request.

The Buyer is responsible for taking reasonable care of the Products until they are returned to Tools:UK. A tracking service is recommended for returning products. Tools:UK will be unable to provide the Buyer with a full refund if the Products are not returned to Tools:UK or if they are damaged when they arrive.