

## RETURNS

Please check your order carefully and let us know of any product damages or shortages within **3 days of receipt**. We are unable to accept any claims after this period.

We want you to be 100% happy with your purchase, but if you find that the product is not suitable you must return the product to us within **30 days of receipt** for a refund or exchange. Returns of a sales product must be within **14 days of receipt**.

To receive a refund or exchange, products must be returned unused, in their original packaging and with all original documentation. It is not possible for us to make a refund or exchange if the products returned are not in perfect condition or it is obvious to us that the products have been used.

### Is there anything that cannot be returned?

Yes. We have a small number of products that due to hygiene reasons are not eligible for returns if any of their packaging has been opened. These are:

- All Chewbuddy® products and all other branded Sensory Chews and Bangles.
- All Putty\* / Sand / PlayFoam (\*unless the inner protective bag remains unopened).
- Ear Defenders, Silicone Sensory Ear Plugs and High Fidelity Ear Plugs.

**Weighted Blankets** that have been opened and used will be subject to a £40 fee (+ VAT where applicable) which will be deducted from your refund. Refunds cannot be given for Weighted Blankets after **60 days from the date of receipt** or where they are returned dirty, soiled, or damaged. Refunds on Weighted Blankets are at the discretion of Sensory Direct and we reserve the right to refuse refunds.

### What is the cost of returning a Product?

Unless the products are faulty or sent in error you are responsible for the cost of returning the products to us. We recommend you use Recorded Delivery and obtain insurance, as proof of posting is not proof of receipt. Where products are not faulty or not sent in error only the cost of the products excluding postage and packing will be refunded. For further information, please contact our sales office for advice.

*Please note, your returns can not be processed without your order reference. You can find it on your delivery note, or alternatively by emailing our office on [support@sensorydirect.com](mailto:support@sensorydirect.com).*

**Order Reference:** SO ..... **Name on Order:** .....

**Postcode:** ..... **Contact Number:** .....

Item Code	Reason for Return (*use code below)	Refund / Replacement (delete as applicable)
		Refund / Replacement

#### \*Returns Codes:

<b>A) Not suitable</b>	<b>B) Wrong item sent</b>	<b>C) Wrong size</b>	<b>D) Not as described</b>
<b>E) No longer required</b>	<b>F) Quality</b>		

What would you like as a replacement\*\*? .....

*(\*\*Please note that this is subject to a review by Sensory Direct (UK) Ltd.)*

**Returns Address:** Sensory Direct (UK) Ltd, Unit 65c, Blackpole Trading Estate West, Worcester, WR3 8TJ.

**Email:** [sales@sensorydirect.com](mailto:sales@sensorydirect.com)      **Tel:** 01905 670500      **Opening Times:** Monday – Friday, 09:00 – 17:00