

Terms & Conditions

PLEASE READ CAREFULLY

Statutory Rights

The following terms and conditions do not affect your statutory rights as a consumer.

Product Availability

It is important to note that information about our products does not amount to an offer by us to sell the products on that basis. Rather, it is an invitation to you to make us an offer to purchase that product on that basis, therefore references to 'orders' placed by customers are deemed to be references to offers by such customers to purchase the relevant products from us. Although we will endeavour to maintain to supply you with the item requested, sometimes we may be unable to fulfil an order. In this instance, you will be informed at the earliest opportunity.

Cancellation of your Order

If after Again and A-gain Ltd has accepted an order from you (acceptance will be communicated via e-mail on receipt of an order), and you wish to withdraw from the contract, you may do so by communicating that wish to us as soon as possible. In the event that the goods have already been dispatched please refer to the Returns policy below.

Returns

Again and A-gain Ltd offers a full refund on all goods that you may be dissatisfied with. Customers who send back unwanted goods that are not damaged will only receive the value of the item purchased not the delivery costs.

Unsuitable or defective items may be returned for refund or exchange providing they are received within 7 working days of the original delivery date in brand new, unused condition, in the original undamaged packaging (with labels intact) and accompanied by a note stating your name, address, email address, contact telephone number, order number, the reason for the return and what refund/exchange you require.

We will consider the overall condition of the product being returned when making a refund. Again and a-gain holds a limited amount of stock at any given time, therefore unwanted goods should be returned as soon as possible.

As soon as we receive your goods we will process your request for a replacement item or refund. We will notify you via email as soon as your request has been processed.

You will need to pay the cost of returning goods to us, unless the goods are defective in which case you will receive a full refund including your postage and packaging costs. Proof of return and postage may be

required should an item be lost in transit. Neither refunds nor replacements can be made until such proof is provided. We strongly suggest you get a Certificate of Posting from the Post Office when you send an item back.

All refunds are applied to the credit/debit card used to make the original purchase unless otherwise notified. Refunds will be furnished within 30 days of the agreement to refund.

If you have requested a refund, or replacements of a lower value than the returned goods, a refund will be credited back to the card used to pay for the original order. We will let you know as soon as the refund has been processed.

If you have requested replacements of a higher value, any difference due will be charged to the card used to pay for the original order.

The address for any returns is Again and A-gain Ltd, Eastfield, Back Latch, Ceres, Fife, Scotland, KY15 5NT, UK. For further information on our returns policy please contact us on 01334 828344

Website Images

We make every effort to ensure that images displayed on our website are as accurate as possible but cannot guarantee an exact match to the product as displayed on your screen.

Product Specification

All product information contained on this website is for guidance only. No responsibility can be taken for errors or omissions.

Termination

Again and A-gain Ltd reserves the right to abort access to our internet services if your behaviour is found to be discordant with these terms and conditions at any time.

Intellectual Property

No permission is given Again and A-gain Ltd in respect of the reproduction or use for injurious or commercial purposes of any brand names, product names, designs and any other material shown on this website in which intellectual property rights subsist. ALL RIGHTS RESERVED.

Governing Law

We are a UK partnership and any dispute or claims that arise from using this website must be made and settled under UK law.