

Returns

1. Please note Custom made or personalised items cannot be exchanged or refunded unless faulty.
2. In the unlikely event of a faulty item, we can either exchange the product for you or we can refund the total amount of the transaction, only after receiving the faulty item as proof. No items will be exchanged or refunded under any circumstance until we have received the faulty item. This must be within 28 days of purchase and in original packaging and condition.
3. Unwanted items must be returned with all packaging complete, including tags and outer packaging. If the returned item is not in re-sellable condition, it will not be accepted for exchange unless faulty.
4. We can only refund in the method that you paid for your order; e.g. if you pay using Credit Card, we cannot refund you by Cash.
5. Buying the wrong size of an item does not qualify you for a refund. You can however, subject to availability, exchange your item for a different size (subject to availability), unless your item is custom made or personalised.
6. For hygiene reasons we cannot accept the return of any gum shields unless the item is defective. This does not affect your statutory rights.
7. You have 28 days from receiving your order to state that there is a fault with your item.