



Reconditioned Products Handy FAQ's.

What is the refund and exchange policy?

We will refund or exchange any unused items that are in a saleable condition within 30 days of purchase with the original store or gift receipt, or the order confirmation email, at the prices shown.

Refunds will be processed to the original payment method shown on your store or gift receipt, or the order confirmation email. Bear in mind that if you made a payment via Paypal this refund may take a little longer to process.

Does my product come with a Manufacturing Guarantee?

Yes! We're confident your product will be free from manufacturing defects; however for your peace of mind we provide the following guarantee for reconditioned products:

- 'Really Loved' – 6 months
- 'Loved' – 1 year
- 'As new' – 2 years

See Terms and Conditions for full details.

How do I make a claim under the Manufacturing Guarantee?

If you would like to make a claim under your Manufacturing Guarantee please see our full Terms & Conditions available on our website, then give our Customer Service team a call. Please have your product LOT/serial number and proof of purchase ready.

My product is damaged or faulty what do I do?

If your product is damaged or has a fault, we want to know. Pop into one of our stores and our experts can inspect your product for you. If the product is too large to bring in, please take lots of pictures of the fault and give our Customer Service team a call.

I want to buy a reconditioned product, but can't find the one I want.

Our Service Centre is working hard putting products through a rigorous testing process and more that products will be available daily, so keep your eyes open!