

RETURNS POLICY

RETURNABLE GOODS

You may return the goods as are supplied by us to you provided:

- a) you return the goods to us within 14 days of receipt by you;
- b) the goods are returned in their original packaging;
- c) the goods are returned at your expense to the return address specified on the Purchase Order [Invoice] or as specified on the [Confirmation Order] that accompanied the goods;
- d) the goods are in no worse a condition than when they were supplied to you by us;
- e) the goods are not of a type specified, or are supplied in circumstances as being, "non returnable".

If these conditions are met we will refund you for the amount you originally paid for the goods within 30 days from the date we receive the goods back from you.

If 14 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

NON-RETURNABLE GOODS

In the following circumstances goods shall be treated as being "non-returnable":

- (a) where the goods have been at your request personalised;
- (b) where the goods by their nature cannot be returned or are likely to deteriorate or expire rapidly (e.g. perishable food);
- (c) Downloadable software products and all audio or video recordings or computer software if the seal has been broken or tampered with in any way;
- (d) goods which by their nature for hygienic reasons cannot be resold once returned including ear rings, body studs and undergarments;
- (e) gift cards, newspapers, periodicals and magazines;
- (f) sanitary goods, hazardous materials, or flammable liquids or gases.

To complete your return, we require a receipt or proof of purchase.

SITUATIONS WHERE ONLY PARTIAL REFUNDS ARE GRANTED (IF APPLICABLE)

- a) Book with obvious signs of use;
- b) CD, DVD, VHS tape, software, video game, cassette tape, or vinyl record that has been opened;
- c) Any item not in its original condition, is damaged or missing parts for reasons not due to our error;
- d) Any item that is returned more than 14 days after delivery.

REFUNDS (IF APPLICABLE)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to our credit card or original method of payment, within a certain amount of days.

LATE OR MISSING REFUNDS (IF APPLICABLE)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at

hello@scotlandtitle.com

SALE ITEMS (IF APPLICABLE)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

EXCHANGES (IF APPLICABLE)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at hello@scotlandtitle.com and send your item to: Steenakkerstraat 7, 5443NK, Haps, the Netherlands.

GIFTS

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he will find out about your return.

SHIPPING

To return your product, you should mail your product to: Steenakkerstraat 7, 5443NK, Haps, the Netherlands.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary. If you are shipping an item over €70, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.