

Lakeland Orthotics Ltd Returns Policy

Returning An Item

We hope that you will be delighted with your purchase, but we understand that sometimes there may be a reason that you would like to return an item to us. We aim to make this process as simple as possible.

14 Days Returns Policy For Peace Of Mind (consumer).

Our returns policy is valid for 14 days from the receipt of an item. You therefore have 14 days from the day you receive your item from Lakeland Orthotics Ltd to inform our Customer Care Team that you wish to return the item if it is unsuitable.

Before returning any item please contact us by email at info@lakelandorthotics.co.uk or by phone on 01482 586088. We will then give you an authorisation number along with details of how and where to return your item. This returns number helps us process your return as quickly as possible. Items returned without a returns number may take longer to process.

Where a product is non-returnable on hygiene grounds or because it is bespoke or customised, this product will remain non-returnable or refundable. Please see our Terms and Conditions for more information.

Unwanted Or Unsuitable Products - Exchanges and Refunds

We want you to be happy every time you shop with us, but sometimes a product might not be what you were expecting or just isn't right.

You may wish to return your product for an exchange or a refund. That's no problem at all, but first we need to give you a returns authorisation number. This helps us process your return as quickly as possible. Without this number, it may be more difficult to process your return. You may return any item in a resellable condition within 14 days of receiving it, for a full refund.

You can obtain your returns authorisation number and returns address details from our Customer Care Team. Tell them whether you would like to exchange your product to an alternative, or whether you would like a full refund. You can contact our Customer Care Team in the following ways:

Write to us at Lakeland Orthotics Ltd, Unit 1, 273 Wincolmlee, Hull, East Yorkshire, England, HU20PZ fax us on 01482 586115 or call our customer care team on 01482 586088 Fill in a cancellation form (please see our Terms and Conditions page to download the form)

Please do not send items back unless you have been given your returns authorisation number and the return address details as some items may need to be sent directly back to the manufacturer.

You may return any item in a resellable condition within 14 days of receiving it, for a full refund. We will refund your card once we have received and processed the item. All postage costs incurred by you in returning the unwanted item(s) must be paid by you and are not refundable.

If you have opted for a non-free delivery service such as next day courier service, this expedited or upgraded delivery service will not be refundable. We will only refund delivery costs if the return is a result of our error or is due to a faulty product.

We cannot refund or exchange items not in a resellable condition unless they are faulty, or if the item was sent to you through our error.

Some items are excluded from our returns policy on grounds of hygiene or by the very nature of the product or because it is bespoke or customised, this product will remain non-returnable or refundable. Please see our Terms and Conditions for more information. If you would like further information about the returns policy of your product, please call our Customer Care Team on 01482 586088 prior to purchasing to avoid disappointment.

When sending an item back to us, it is sent back at your risk until we receive it. We therefore recommend that you send the item back to us using a tracked service with adequate insurance or cover for loss and/or damage to the product. Please use adequate packaging to protect the product. You are responsible for the product until it arrives back with us.

How Is The 14 Day Returns Period Calculated - Am I Outside Of This Period?

The calculation of the 14 days includes all days (working or otherwise) from Monday to Friday.

The cancellation or cooling off period begins to run depending upon when you receive your goods.

Where goods are delivered in one delivery, the end of the cooling off period is 14 days after the day on which the goods came into your physical possession.

Where you have ordered multiple goods in one order but the goods are delivered on different days, the end of the cooling off period is 14 days after the day on which the last good came into your physical possession.

Where you have ordered goods consisting of multiple parts delivered on different days, the end of the cooling off period is 14 days after the day on which the last of the pieces came into your physical possession.

Where you are receiving a regular delivery of goods during a defined period of more than one day, the cooling off period ends 14 days after the day on which the first of the goods came into your possession.

You must inform us of your wish to cancel within this period. If you declare that you would like to cancel your order outside of this cooling off period, you will be not be able to return or exchange your goods.

If you would like to cancel your purchase under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, please contact our Customer Services Team to notify them of your wish to cancel.

You can notify us of your cancellation request by using the following methods:

Call our Customer Care Team on 01482 586088

Email our Customer Care Team at info@lakelandorthotics.co.uk

Fax us on 01482 586088

Write to us at Lakeland Orthotics Ltd, Unit 1, 273 Wincolmlee, Hull, East Yorkshire, England, HU20PZ.

We will then process your return when it arrives back to us.

Where you are returning an item or items that you have purchased, and delivery to you was free of charge, we will only refund the cost of the goods to you. We will not refund any costs or expenses for postage, delivery or transit methods for returning the item(s) to us. All costs of returning the item(s) to us must be borne by you, and are not refundable by Lakeland Orthotics Ltd.

Where we have charged you a carriage cost, such as next day delivery or overseas delivery, we will not refund the cost of delivery to you. We will not refund any costs or expenses for postage, delivery or transit methods for returning the item(s) to us. All costs of returning the item(s) to us must be borne by you, and are not refundable by Lakeland Orthotics Ltd.

Where you have purchased multiple items and we have charged you a carriage cost, such as next day delivery or overseas delivery, and you are returning a part of your order only, we will not refund the cost of delivery that you paid when purchasing the item. We will not refund any costs or expenses for postage, delivery or transit methods for returning the item(s) to us. All costs of returning the item(s) to us must be borne by you, and are not refundable by Lakeland Orthotics Ltd.

Please note that certain items are excluded from the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 on grounds of hygiene or by the very nature of the product. If you would like further information about the returns policy of your product, please call our Customer Care Team on 01482 586088 prior to purchasing to avoid disappointment.

Faulty or Damaged Products

We always try to select the best products available, and we package our items to ensure they reach you safely. However, if an item that you receive is faulty or damaged, please let us know within 14 days of receiving the item. We will be able to replace the item free of charge or provide you with a full refund. We will refund your card once we have received and processed your returned item.

Please note, if an item develops a fault through misuse or user damage, and is not the result of a manufacturing fault or shortfall, we will be unable to exchange or refund your purchase.

Duplicate Or Incorrect Item

Our dispatch and packing team always do their best to ensure your product reaches you as quickly as possible. In the unlikely event that you receive a duplicate or incorrect item as a result of our error, please let us know immediately and we can make arrangements for returning or collecting the item from you.

How Do I Actually Return My Item(s)?

If your reason for return falls into one of the above categories you will need to contact our Customer Care Team for a returns authorisation number and details of how and where to return your item. You will receive from our Customer Care Team a returns authorisation number and details on where to return your item(s) to.

Please pack your item(s) securely and include a note within the package with your name, contact details, order number (e.g PO123456) and the reason for returning the goods, along with the returns authorisation number. Usually the packaging that you received the item in can be used to return in, however sometimes this may not be suitable. Therefore, please use adequate packaging to protect the product. You are responsible for the product until it arrives back with us.

Please then post the item to the address provided by our Customer Care Team with your authorisation number. The returns address differs from our business address in most cases so please ensure you contact us for the returns address prior to returning the item.

When sending an item back to us, it is sent back at your risk until we receive it. We therefore recommend that you send the item back to us using a tracked service with adequate insurance or cover for loss and/or damage to the product. Please use adequate packaging to protect the product. You are responsible for the product until it arrives back with us.

A Handy Returns Checklist

Here's a handy returns checklist to help make sure you have everything you need before returning your item:

Contact us to get your returns authorisation number and the address to return your item to

Include a brief note with your item with the following details:

Returns authorisation number

Name

Contact details

Order number (e.g PO123456)

The reason for returning the goods

Package your item securely to avoid damage

Send the package back with adequate insurance to the address provided by our Customer Care Team

Retain your proof of posting

Wait for your refund or exchange.

Are Any Items Excluded From The Lakeland Orthotics Ltd Returns Policy?

Yes; certain items are non returnable and non refundable on grounds of hygiene. We are therefore unable to offer an exchange or refund on these products. Examples of products that are non refundable or non exchangeable include items that are exposed to open wounds and bespoke or custom made products. This list is not exhaustive. Please check with our Customer Care Team if you have any doubt as to the returns policy on an item prior to purchasing to avoid disappointment.

Do You Test or Check Faulty Items?

Yes, we test every single return. If a returned item is found not to be faulty by our Customer Response Team we will return the item to you and you will be liable for the postage. Postage costs will vary depending on the size and weight of the item.

If you are unsure if an item is faulty, please call us on 01482 586088 as we may be able to help you to fix the problem.

Items Returned To Us Without a Returns Authorisation Number

If an item is returned to us without a returns authorisation number, this can significantly lengthen the time it takes to process a return. If the item has been sent to the incorrect returns address, this may incur forwarding costs to the correct returns address which may be chargeable to you at our discretion. This can be avoided by following our returns procedure and obtaining a returns authorisation number along with the correct returns address. If an item is sent to us outside of the returns policy timescale, and is therefore not eligible for a refund or credit, a £5 administration fee may be charged for processing the invalid return and the full postage costs, including packing and VAT, will be charged to return the item back to you.

Items Returned To Us Not Purchased From Lakeland Orthotics Ltd

If an item is returned to us that has not been purchased from Lakeland Orthotics Ltd, but has instead been purchased from another retailer, no refund or exchange of the item can be made. Lakeland Orthotics Ltd reserves the right to charge a £5 administration fee for processing the incorrectly returned item, as well as the postage fee for returning the item to the sender. Lakeland Orthotics Ltd will contact the sender (if details have been provided) to make them aware of the incorrectly returned item. This situation can be avoided by checking where the item was purchased. If you are unsure of where you purchased the item, please contact our Customer Care Team on 01482

586088 and we will be able to check our system to ascertain whether or not the order was placed with Lakeland Orthotics Ltd.

14 Day Returns Policy (consumers)

You have 14 days from the date of receiving your product to inform us of your wish to return an item. This timescale is strictly 14 days. Due to the nature of a number of the products that we retail, some are used at the end of life. We are unable to accept returns outside of 14 days unless faulty. Items outside of 14 days from date of receipt, even in cases where a person has died and the item is now surplus to requirements, cannot be exchanged or refunded. Where a product is non-returnable on hygiene grounds or because it is bespoke or customised, this product will remain non-returnable or refundable. Please see our Terms and Conditions for more information.

Please view our full terms and conditions for further details.

Business To Business Transactions (Non Consumer) Transactions

Please note that our returns policy applies to items purchased by consumers and/or the general public. Transactions where the purchaser is a business, corporate body, or a non-consumer, may incur a restocking fee if a return is authorised. Please see our terms and conditions for full details.

Please also see on our website www.lakelandorthotics.co.uk the following documents available for view or download on our download page:

Terms and Conditions for sale of goods to business customers

Terms and Conditions of Provision of Service (Business)

Terms and Conditions of Provision of Service (Consumer)