

# Returns and Refund Policy

## Can I return my order?

We want you to be happy with your order and if you wish to return a product email us at [info@resin.uk.com](mailto:info@resin.uk.com), within 14 days of delivery.

### Please note:

1. Resin is not responsible for the cost of returning any item.
2. Any refund will be processed once item has been received by Resin.
3. Any refund will be made to the original payment method used - please note that your bank may take several days to recredit your card, due to their systems and this is something which is out of our control.
4. To qualify for our refunds policy, all items must be in a re-saleable condition i.e., undamaged, in their original and undamaged packaging, unworn and complete with all tags and labels attached.
5. We reserve the right to refuse to refund items that are returned that are not in re-saleable condition.

This does not affect your statutory rights.

## An item has arrived damaged, what should I do?

We take great pride and care in packing your order and we appreciate that sometimes items can get damaged in transit. If this happens, please contact us by email at [info@resin.uk.com](mailto:info@resin.uk.com) within 14 days of delivery.

To help us deal with your query, we will need to see:

- Images of any damaged items, where applicable
- Images of the packaging

Any refund will be made to the original payment method used - please note that your bank may take several days to recredit your card, due to their systems and this is something which is out of our control.

This does not affect your statutory rights.