

RETURN AND REFUND POLICY

Our policy lasts 14 days. If 14 days have passed since your purchase, we unfortunately cannot offer you a refund or exchange.

To be eligible for a return, your item must be: 1) unused and 2) in the same condition that you received it, 3) it must be in its original packaging, 4) we also require our receipt of purchase as proof, sent with your purchase.

Refunds (if applicable)

Once your return has been 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 its approval and/or rejection of your refund and claim.

If you approved, then your refund will be processed, and a credit will automatically be applied to your credit card or the 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 have done all of this and you still have not received your refund yet, please contact us at GNMedia@virginmedia.com, or call +44 7816200045.

Sale items (if applicable)

Only regular priced items are 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: GNMedia@virginmedia.com and send your item to the address on your purchase receipt.

Shipping

To return your product, you should mail your product to the address on your purchase receipt:

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.

If you are shipping an item over £50, you should consider using a traceable shipping service or purchasing shipping insurance.

GNMedia UK.