

Cancellation of a sales contract

Under the Customer Contracts (Information, Cancellation & Additional Charges) Regulations 2013, where a purchase is made by an individual (not an organisation) you have a right to cancel an order within 14 working days from the point of **delivery**.

Hygiene products such as slings and toilet seats are exempt from this right, as are custom made products. This, however, does not affect your rights in relation to these products under the Consumer Rights Act 2015.

Right to cancel

You have the right to cancel a sales contract (order) within 14 working days without giving any reason or incurring any re-stocking charges.

The cancellation period will expire 14 working days from the day on which you or your representative acquires physical possession of the goods.

To exercise the right to cancel, you must inform us, Chiltern Invadex (UK) Limited, 126 Churchill Road, Bicester, Oxon OX26 4XD Tel: 01869 365500 Fax: 01869 365588 Email: sales@chilterninvadex.co.uk, of your decision to cancel by clear statement (eg a letter sent by post, email or fax). You may use the attached cancellation form, but this is not obligatory.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period (ie 14 working days following delivery) has expired.

Effects of cancellation

If you cancel an order, we will reimburse to you all payments received, including the costs of delivery (excluding the additional costs of any enhanced delivery service requested by you).

We may make a deduction from reimbursement for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you. Goods must be in their original, saleable condition and packed in a manner as to prevent damage in transit.

We will make the reimbursement without undue delay, and not later than 14 working days after the goods have either been received back from you, or you can provide evidence that the package was in transit to us.

We will make the reimbursement in the same means of payment as you used for the initial transaction* unless you have expressly agreed otherwise; in any event you will not incur any fees as a result of the reimbursement. We may withhold reimbursement until we have received the goods back for inspection.

You shall send the goods or hand them over to us at Chiltern Invadex (UK) Limited, 126 Churchill Road, Bicester, Oxon OX26 4XD, without undue delay and in any event not later than 14 days from the day on which you tell us of your intention to cancel. The deadline is met if you send the goods back before the period of 14 days has expired.

Where the item cannot be returned by post, Chiltern Invadex can arrange for a courier collection, of which you will be directly responsible for bearing all costs. A quote for arranging the lowest possible cost collection will be provided – we will not profit from any charge applied.

You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods. (i.e should the item be damaged in transit due to poor re-packaging you are liable to pay repair costs only and not the cost of the entire goods.)

Should you be unhappy about the product or service received you can make a complaint to us; Complaints, Chiltern Invadex (UK) Limited, 126 Churchill Road, Bicester, Oxfordshire OX26 4XD Fax: 01869 365588.

Email: info@chilterninvadex.co.uk. A copy of our complaints procedure is available on request.

In the unlikely event that we are unable to resolve your complaint, Chiltern Invadex is signed up to the Trading Standards Institute (TSI) Approved Code of Practice facilitated by The British Healthcare Trades Association (BHTA). The BHTA can provide a means of independent dispute resolution (at no cost to you). Please contact us for a copy of the BHTA guidance leaflet 'Get Wise to Making a Complaint' which explains the process in detail.

* Please note: In order to protect customers and prevent fraudulent transactions. Refunds can only be made to the person who purchased the original goods. Where this is no longer possible a legally appointed representative may be required.

Notification of Order Cancellation
(Private sales only)

This notification should be received no later than 14 working days from delivery.

To, Chiltern Invadex (UK) Limited, 126 Churchill Road, Bicester, Oxfordshire OX26 4XD
Tel: 01869 365500 Fax: 01869 365588 Email: sales@chilterninvadex.co.uk.

I/We hereby give notice that I/We cancel my/our sale of the following goods;

Ordered on _____

Received on _____

Order acknowledgement/delivery note or invoice number _____

Name of Consumer _____

Address of Consumer _____

Postcode _____

Contact number _____

Signature of consumer _____

(a typed signature is acceptable for electronic notifications)

Date _____

Goods must be returned to the company within 14 working days of this date.

I have arranged for collection and return of these goods

I would like for a Chiltern Invadex representative to contact me to arrange collection of the goods. I understand that collection costs* will be deducted from the refund made.

*collection costs will be advised in advance of collection for approval

Please note: the right to cancel does not apply to hygiene products such as slings and toileting products or custom made equipment. Each return request for this type of equipment will be assessed and acceptance is at the discretion of the company.