

# Terms of Business

## I . Making a contract with us

When placing an order with Simpla Limited via mail, internet or telephone, you are making an offer to buy goods. As a consumer you will receive confirmation either by e-mail or in the form of invoice with goods. The consumer must provide us with full contact details.

## II. Delivery

Once an order is placed, Simpla will process the order within 1 working day and goods will be delivered within 4 working days from date of order.

£6 postage and packaging cost will be added to the cost of goods in UK & NI.

## III. Cancellation and returns

- The consumer can cancel their contract with Simpla for any reason within 7 working days after the day of delivery. Saturday, Sunday and public holidays are not 'working days'. This must be done in writing by letter, fax or e-mail; Simpla do not accept cancellation by telephone.
- The consumer does not have to give any reason for cancellation. However, a brief explanation will help Simpla to improve the service they offer to customers in the future.
- **If you cancel, you must return the goods to us at your own expense.**  
You must ensure that the goods are packaged adequately to protect against damage. Failure to do this may result in breach of your Statutory Duty and Simpla will be forced to collect and charge you the direct cost of collection. If you fail to take reasonable care of the goods before they are returned to us, and this results in damage or deterioration, we will charge you for the reduction in value.
- This cancellation policy does not affect your legal rights  
— for example, if goods are faulty or misdescribed

## IV. Faulty Goods

- If there is a problem with the goods, please contact us. We will deal with the matter in accordance with your legal rights.
- If the product is identified as faulty as a result of inferior workmanship or material, it may be replaced with a refurbished or repaired product.
- Please refer to "General information " for more information