

## Statutory Cancellation Right

You have the statutory right to cancel your order for any reason within 14 days beginning with the day you receive the item.

## Our Voluntary Returns Policy

As well as your statutory cancellation rights described above, you can return most products from the AviVit site to AviVit within 14 days of receipt of the products if the products are complete and are in an unused and undamaged condition. To return an item please contact through the website contact form or by calling 07831 849 036

Please note that this returns policy doesn't affect your statutory rights and therefore doesn't affect your right of cancellation as described above.

**Please note** that you must return each item in the same condition in which you received it. This means that **new** items must be returned **new, unused and complete**.

The same **exclusions** apply to our Returns Guarantee as for the right of withdrawal. The following products thus cannot be returned under the Returns Guarantee (unless defective):

- Products which are not suitable for return due to health protection or hygienic reasons if unsealed by you after delivery, or which are, after delivery, inseparably mixed with other items;
- Goods which may deteriorate or expire rapidly.

**Note:** Please note that, as set out in our Returns Policy, a returned item must be in the same condition in which it was received. This means that new items must be returned in the exact condition in which you received it from AviVit (including all accessories). Refunds for returned items that are not received in this condition, will not be given.

The following table provides an overview of the key provisions of your statutory cancellation right as well as our voluntary returns policy and how they compare to one another:

	<b>Statutory Rights</b>	<b>AviVit Returns Policy (as set out by product category below)</b>
Return period	14 days	14 days
Refund of costs of sending the item back to us if defective, damaged or incorrect item?	Yes	Yes
Refund of costs of sending the item back to us if cancellation?	No	No
Refund of costs of sending the item back to us	Yes	Yes
Refund of original delivery costs if defective?	Yes	Yes
Refund of original delivery costs if cancelled?	Yes, cheapest method	Yes, cheapest method

**Returns Costs & Methods**

We will refund the cost of sending an item back to us if it's defective, damaged or incorrect. This does not include goods which have been incorrectly ordered by the customer.

We won't accept the return of any product returned to us if it's been opened. We reserve the right to refuse returns or to charge you our fees and expenses if the product isn't received in new, unopened condition.

**Other Statutory Rights**

You have additional rights in relation to incorrect, damaged or defective goods. not fit for purpose or not of satisfactory quality. You should contact us at [AviVit.uk](http://AviVit.uk) on receipt of the goods.