

Consumer Rights, Returns & Refund Policy

1. About Us

This website is operated by **Stoniva**.

Company Name: Stoniva

Email: info@stoniva.co.uk

Phone: +44 7707 048121

Registered Address:

8 Salisbury Street

Mere, Warminster

Wiltshire

BA12 6HE

United Kingdom

2. Your Consumer Rights

If you are purchasing as a consumer, your rights are protected under the **Consumer Rights Act 2015** and the **Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013**.

Nothing in this policy affects your statutory rights.

3. Right to Cancel Your Order

If you purchased your order online, you have the legal right to cancel it within **14 calendar days** without giving any reason.

The cancellation period expires **14 days after you receive your goods**.

To exercise your right to cancel, please contact us at:

info@stoniva.co.uk

You only need to clearly state that you wish to cancel your order.

4. Returning Your Item

After notifying us that you wish to cancel your order, you have a further **14 days** to return the item.

Returned items must be:

- unused
- in their original condition
- in the original packaging where reasonably possible
- complete with any accessories supplied

Customers are responsible for taking reasonable care of returned goods until they reach us.

5. Refunds

Once your returned item has been received and inspected, we will process your refund.

Refunds will be issued:

- using the original payment method
- within **14 days** of receiving the returned goods (or acceptable proof of return where applicable)

The refund will include the original standard delivery charge where required by UK consumer law.

Additional delivery services (such as express shipping) are not refundable.

6. Return Shipping Costs

If you cancel your order under the 14-day cooling-off period, you are responsible for the cost of returning the goods unless:

- the item is faulty,
 - the item is damaged,
 - we supplied the wrong product, or
 - we have agreed otherwise.
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7. Faulty, Damaged or Incorrect Items

If your order:

- arrives damaged,
- develops a fault,
- is not as described,
- is not of satisfactory quality,
- or is not fit for purpose,

please contact us as soon as possible.

Depending on the circumstances and your legal rights, we may offer:

- a repair,
- a replacement,
- a full refund,
- or another appropriate remedy.

These rights are provided under the **Consumer Rights Act 2015**.

8. Items That Cannot Be Returned

The right to cancel does not apply to certain products, including:

- personalised or customised products
- sealed products that are unsuitable for return for health or hygiene reasons once unsealed
- perishable goods
- products that become inseparably mixed with other items after delivery
- digital content once downloading or streaming has begun with your prior consent

This is in accordance with the Consumer Contracts Regulations.

9. Condition of Returned Goods

If returned goods have been handled more than necessary to establish their nature, characteristics and function, we may reduce the refund to reflect any loss in value, as permitted by UK law.

10. Late or Missing Refunds

Refund processing times may vary depending on your payment provider.

If you have not received your refund after a reasonable period, please contact your bank or card issuer before contacting us.

11. Delivery

We aim to dispatch orders promptly.

Unless otherwise agreed, goods will normally be delivered within **30 days** from the date your order is accepted.

If we are unable to fulfil your order due to circumstances beyond our control, we will notify you as soon as possible and offer:

- a revised delivery date,
 - a replacement where appropriate,
 - or a full refund.
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12. Incorrect Delivery Information

Customers are responsible for providing accurate delivery details.

We cannot accept responsibility for delays or failed deliveries resulting from incorrect address information supplied by the customer.

13. Contact Us

If you have any questions regarding returns or refunds, please contact us:

Email: info@stoniva.co.uk

Phone: +44 7707 048121