

Overview

This Returns Policy applies to all purchases made from GB Domestic Appliances Ltd (“we”, “us”, “our”).

Your statutory rights under UK law, including the Consumer Rights Act 2015 and Consumer Contracts Regulations 2013, are not affected by this policy.

Change of Mind Returns

If you change your mind about a purchase, you have the right to cancel within 14 days of receiving your goods.

To qualify:

- You must notify us within 14 days of delivery
- Goods must be returned within 14 days of notifying us
- Items must be unused, in original packaging, and in resalable condition

We reserve the right to reduce your refund if the item shows signs of use beyond what is necessary to inspect it.

Return Costs

- You are responsible for return delivery costs unless the item is faulty or incorrect
- We recommend using a tracked delivery service

Faulty or Damaged Goods

If your item is faulty, damaged, or not as described:

- Within 30 days of delivery: you are entitled to a full refund
- After 30 days: we will offer a repair or replacement
- If repair or replacement is not possible, you may be entitled to a refund

You must notify us as soon as reasonably possible.

Inspection and Refunds

All returned items will be inspected upon receipt.

Refunds will be issued:

- Within 14 days of receiving the returned goods, or
- Within 14 days of receiving evidence of return

Refunds will be made using the original payment method unless agreed otherwise.

Non-Returnable Items

We may refuse returns for:

- Items that have been installed or used
- Products missing components or packaging
- Personalised or special-order items (unless faulty)

Collection Services

Where we arrange collection:

- You must ensure the item is accessible and safely packaged
- Missed collections may incur additional charges

How to Return an Item

To initiate a return, please contact our customer service team with:

- Your order number
- Description of the issue (if applicable)

We will provide instructions for returning your item.

JB Domestic Appliances