

SHIPPING, RETURNS & REFUNDS POLICY

SHIPPING

Processing Time

Orders are processed within 1–3 working days.

If stock is unavailable, we will contact you with estimated lead time.

Shipping Method

Royal Mail Tracked 48.

Tracking information will be provided once dispatched.

Currently shipping within the United Kingdom and Republic of Ireland.

Returns & Refunds

You have the right to return your item within **14 days of receiving it** for a refund.

Eligible Returns (Change of Mind)

To qualify for a return:

- The item must be **unused**
- The item must be in **original condition**
- The item must be returned with all original components and packaging
- The item must show **no signs of installation, use, or water exposure**

Customers are responsible for return postage costs.

Non-Returnable Items

We cannot accept returns or issue refunds if:

- The product has been **used, installed, or mounted**
 - The product has been **modified, opened, or tampered with**
 - The product is returned **damaged due to improper handling**
 - The return is made **after 14 days** without prior agreement
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Faulty Items

If your item is faulty:

- Contact us as soon as possible at **carl@thegizmo.co.uk**
- We may request photos or a description of the issue

If confirmed faulty, we will:

- Repair the item under warranty
 - Or provide a replacement if appropriate
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Refunds

- Refunds are processed within **14 days of receiving the returned item**
 - Refunds are issued to the original payment method
 - Original shipping costs are **not refunded**
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