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## Refund and Exchange Policy

All returns / exchanges / damages must be reported in writing to [info@blumajumps.co.uk](mailto:info@blumajumps.co.uk). We do not accept these reports over the phone or in text message. It is only the original purchaser who can report and request return and/or refund for the order. You must give us a clear statement that you would like to either cancel or exchange the order. You must include your name, address, order details and some contact information such as a telephone number. Once approved, we will send you the code and return address. We DO NOT accept returns at our registered address. No returns are processed without the return code.

### *Changed your mind or not happy?*

If you changed your mind or are not happy with products, you must tell us within 14 calendar days of receiving goods (yourself or someone receives the items for you or collected in person) that you want to cancel your order. You then have another 14 calendar days to return the goods back for a full refund, provided they have not been used or fitted and are returned with any packaging and all original product inserts and accessories, where applicable, that forms part of the goods with a valid proof of purchase. Original outer box, where applicable, is not torn and DO NOT TAPE directly on the box when repacking. All products must be wrapped up/boxed safely and in a non-transparent material. We must refund within 14 working days of receiving the goods back.

### *Incorrect or defective products*

Every single Kangoo Jumps rebound shoe pair and other products are very carefully inspected before posting out to customers. However, if you received an incorrect product or products are found to be faulty or defective, you must report it to us within 14 calendar days of receiving goods (yourself or someone receives the items for you or collected in person) and whether you want to exchange or receive a refund. You then have another 14 calendar days to return the goods once you have told us. We must exchange or refund you within 14 working days of receiving the goods back. If we don't have the item you want to exchange to, we will process a refund instead. You should receive an email with the details of your return and if we are providing you with an exchange or a refund.

### *My parcel has arrived damaged*

If your parcel has arrived damaged, whether the box or the contents, we need to be notified as soon as possible, so that we can submit a damage report with the courier who usually hold a picture as a proof of the delivered package. Open damage (outer packaging damaged) must be reported directly upon delivery, but no later than 24 hours of the receipt of delivery. You must provide an exact description of the situation as well as clear photos and/or video. Hidden damage (outer packaging undamaged, item damaged / missing) must be reported within 7 calendar days of the receipt of delivery. You must provide an exact description of the situation as well as clear photos and/or video. If damage reports are submitted outside of the deadline, we reserve the right to refuse to process or reimburse them.

### *Do I qualify for refund/exchange?*

We reserve the right not to offer a refund if: we do not receive the goods by the required date; the goods from a cancelled order have been used, broken or if they are returned incomplete. We cannot organise a return if products have been damaged on purpose, used outside of their means, or damaged an item by trying to repair it yourselves or someone else did it for you. Please note that you may be asked to provide clear pictures and/or video showing the damage or faulty item.

### *Return costs*

Any returns, whether for refund or exchange, are at your own risk until they are received by us and subject to satisfactory inspection by us. You have a legal obligation to take reasonable care of the items while they are in your possession. If you fail to comply with this obligation, we may have a right of action against you for compensation. This applies to all items that are being returned. Please note it is the customers' responsibility to cover the cost of return. We recommend that customers use trusted courier and/or tracked postage. Please retain your proof of postage as we will need that to reimburse you the cost of the return for the faulty items. This will be done once the return has been processed.

### *How and when I will receive a refund?*

We try and process all returns as quickly as possible. You should receive a confirmation email within 7-14 calendar days of having returned the items and satisfactory inspection by us. Any refunds minus your original shipping charge where applicable (except for damaged / faulty items where you will receive a full refund) will be refunded to the same payment method you used when you placed the order. Please allow 2-7 working days for the refund to appear in your bank account.