

Consumer Purchases – Cancellation

- a. If you are purchasing as a consumer, you may cancel your Order with us for the Products you order at any time up to the end of the fourteenth working day after the date you receive the ordered Products, subject to clause 14.2 below. You do not need to give us any reason for cancelling your Order nor will you have to pay any penalty, subject to clause 2.2 below.
- b. You cannot cancel your Order, if the Products you have ordered are not a stock item or not "off-the-shelf" standard products (in particular a bespoke order) but were configured or produced pursuant to your order and instructions.
- c. The Product must be unused, in its original packing and in a saleable condition.
- d. To cancel your Order, please provide us with written notice by post to Stoneworld (Oxfordshire) Ltd, Views Farm, Windmill Hill, Great Milton, OX44 7NW or email notice to sales@stoneworld.co.uk in each case within the fourteen day period and giving details of the items ordered, and their delivery date.
- e. If you have received the Products before you cancel your Order then you must send the Products back to our contact address at your own cost as per the Distance Selling Regulations. Where you fail to return the Goods to us, we shall be entitled to charge you for the costs of collecting the Goods from you. We reserve the right to deduct such costs from any refund due to you.
- f. Once you have notified us that you are cancelling your Order, any sum debited to us from you, or any person acting as your agent, will be refunded to your account within 30 days of your Order, provided that the Products in question are returned by you and received by us in a saleable condition. If you do not return the Products delivered to you or do not pay the costs of delivery, we shall be entitled to deduct the direct costs of recovering the Products from the amount to be refunded to you.

Business purchasers have no right to cancel orders under clauses above.