
RETURNS AND REFUNDS POLICY

1. Information About Us

- 1.1 Our Site is operated by Caboodles Salon Supplies Ltd. We are a limited company registered in England and Wales under company number 11023193. Our registered address is Enterprise House, Priory Road, Boston, Lincolnshire, PE22 0JZ and Our trading address Enterprise House, Priory Road, Boston, Lincs, PE22 0JZ.
- 1.2 Our VAT number is 303005866.

2. How to Contact Us

- 2.1 To contact Us, please email Us at info@caboodles.online or telephone Us on 01205 761621.

3. Returns and Refunds

- 3.1 Once the order has been placed and payment has been accepted we are not able to provide you with a refund or allow you to return goods to us. This includes unwanted goods, incorrectly ordered goods, special item goods and any other item except for damaged items or faulty goods.
- 3.2 Where you may have received a damage item you must report it to us within 48 hours. Please email info@caboodles.online and include the order number, your name, address and a photo of the item. We aim to resolve this within 48 hours but in the rare circumstances it takes longer we will keep you up-to-date with progress.
- 3.3 Where you may have received a faulty item you must report it to us within 48 hours. Please email info@caboodles.online and include the order number, your name, address and a photo of the item. We aim to resolve this within 48 hours but in the rare circumstances it takes longer we will keep you up-to-date with progress.
- 3.4 Where we are able to do so a replacement item will be sent to you.
- 3.5 In the case of an electrical item we are governed by our suppliers. We will notify them of the situation and take direction from them keeping you informed and up-to-date with progress.
- 3.6 In the case of special ordered items we are governed by our suppliers. We will notify them of the situation and take direction from them keeping you informed and up-to-date with progress.
- 3.7 Please do not send any item back to us unless we have asked you to do so. If we have asked you return anything back to us we will reimburse you the cost of doing so. Please keep a receipt as we will need a copy of this for the transaction.
- 3.8 We are not liable for any loss of earnings or other costs incurred due to incorrect, faulty, damaged or missing items.
- 3.9 We reserve the right to issue a refund with our discretion.