



Our aim is to provide excellent customer satisfaction; therefore we have set out our terms below to help on those rare occasions when things don't quite go to plan. If you have any questions regarding the terms of the Refund & cancellation Policy, we're happy to discuss matters via email on sales@onetouchlaser.com. You can also give us a call on **0844 257 8280**. The terms and conditions noted below explain our policy on refunds and cancellations.

What happens if I want to cancel my order?

To create the best experience, we begin preparing your order as soon as your order is confirmed. Therefore, cancellations are only possible prior to your order being despatched.

What happens if something is missing?

If you have received your order and something is missing, we sincerely apologise and will prioritise the correction immediately. Where possible we offer immediate replacements or alternatively, you can request a refund or cancellation. To ensure that we can rectify the matter, please contact us within 24 hours of receipt of your order by email on sales@onetouchlaser.com.

What happens if my order arrives damaged?

We sincerely apologise if your item has been received in a damaged or faulty condition. We like to resolve matters quickly, as we know how disheartening this can be. To help us resolve the matter, we ask that you check all items on receipt and contact us within 48 hours via email on sales@onetouchlaser.com stating the damage sustained along with relevant images. Our Returns Policy for faulty items upholds your statutory rights.

What happens if my order is delayed or lost in transit?

We take every care to ensure that your order is shipped and received as per your request. We also take great care to ensure that our delivery provider meets our high level of expectations. However, on very rare occasions items can be delayed or lost in transit. We understand that this can be frustrating, therefore when your item is delayed due to an issue that we are experiencing, we aim to contact you within 24 hours. If you are concerned about the status of your order, please contact us via email on sales@onetouchlaser.com. You can also give us a call on 0844 257 8280.

What happens if I am not satisfied?

We take great care to ensure that your items reach you in excellent condition. We also pride ourselves on creating high quality shopping experience. A refund or replacement item is always offered if you are not satisfied. If you feel like we have fallen short of our promises, we ask that you contact us on sales@onetouchlaser.com and we shall deal with your concerns as a matter of urgency.

What are my statutory rights?

Our Cancellation and Returns Policy does not affect your statutory rights. For more information on your UK statutory rights, please visit direct.gov.uk or contact the Government funded consumer advice service Consumer Direct on 08454 040 506.

How do I return an Item?

Where your return meets the requirements set out in the returns and cancellations policy, please return your item by either recorded delivery or courier to the address in the footer of this document.

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