

# FabSmileVeneers.co.uk

## REFUND POLICY FOR OUR VENEERS

"We"/ "Us" means: OralTec Ltd trading as FabSmileVeneers.co.uk.

"the 2013 Regulations" means: the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013

- 1) The veneers we supply are custom-made and by virtue Regulation 28(b) of the 2013 Regulations, the consumer's right of cancellation under the 2013 Regulations is excluded. However, ex gratia we may on a case-by-case basis agree to issue partial refunds as follows:

<u>When We Receive your Order Cancellation Request</u>	<u>Our Charge (inclusive of VAT)</u>
Before dental impression kit despatched by Us	£40
After dental impression kit despatched by Us but within 5 days after the order placed was placed	£120
After the later of: (i) the impression kit being despatched by us and (ii) the expiry of 5 days after the order was placed	Full charges apply (no refund)

- 2) At our absolute discretion, in exceptional circumstances, we may extend the time limits referred to above.
- 3) Where we agree to issue a refund under this policy, we will refund the full amount of the payment we received LESS the charge shown in the right-hand column above. Unless we agree otherwise, we will issue any payment by cheque made out in the name of the customer in whose name the cancelled order was made. If you elected to purchase your veneers using our interest-free credit option, we will issue your refund to the finance company in respect of any part of the price paid by them.
- 4) **How to request cancellation:** Your cancellation request must be in writing and must quote our correct Order number and your full name and address. Your request to cancel your order will only be effective upon its receipt by us, we therefore suggest you email us your cancellation request rather than relying on the post. You can email us at [enquiry@fabsmileveneers.co.uk](mailto:enquiry@fabsmileveneers.co.uk). In the subject heading of your email please include the word "Cancellation" and your Order Number. You can find your Order Number in our Order Confirmation email which we sent to you after you place your order.

Save for the right of cancellation under the 2013 Regulations, this Refund Policy does not affect or prejudice the consumer's other statutory rights eg in the event of any breach of contract by us, supply of defective goods etc.

OralTec Ltd : Refund Policy 06.06.18