

Return, Refund and Order Cancellation Policy

Preamble

Before requesting a Return, Refund, or Order Cancellation, please read this document very carefully.

We are [JPResin8.com](https://jpresin8.com) (“I”, “We”, “Us”, etc.). Our trading address is 31 Blackfriars Court, Ipswich, Suffolk, IP4 5HY in the United Kingdom (UK).

We thank you very much for purchasing a product or products from us at <https://jpresin8.com>.

This document provides details about our policy regarding the return of goods, the refund of money, and the cancellation of an order.

Please note that we will always, as far as possible, act in good faith when considering a return, refund, or cancellation, wishing to protect our good name and maintain the best possible relationship with our customers. However, we reserve the right as to whether or not to honour such a request. If, in our opinion, we believe that a request should not be honoured, we will, of course, inform you of this decision, giving our reasons.

Definitions

Return: A return is a product returned to us for replacement with a product of the same or similar specification to the original. A return may be deemed necessary when a product arrives to you defective in some way, or because it is in some way unfit for its intended purpose.

Refund: A refund is a product returned to us for a refund of the purchase price. A product returned for a refund may, or may not, be damaged or defective in some way. In any case, you will be dissatisfied with the product in some way.

Order Cancellation: An order cancellation is a product that you have ordered from us, but that you have not yet received, that you no longer want or for which you no longer have a need.

Eligibility

In all cases, you must make a formal request to us to process a return, refund, or order cancellation as soon as possible. The best way to do this is to use the Return, Refund, or Order Cancellation Form that can be found under “Our Policies” in the footer of our website. Other methods are also available to you, as outlined in our [“Terms and Conditions”](#).

In addition, for a return or refund:

a request for a return or refund must be submitted within 14 days of your

receiving the goods;

when your return or refund is processed and approved (we will inform you of this decision by email), you must return the goods to us within a further 7 days;

goods returned to us must be in the same condition as you received them;

returned goods must, as far as this is possible, be returned to us in the original packaging, which has been clearly marked with "Return for Replacement" or "Refund", as appropriate.

For an order cancellation:

a request to cancel an order must be submitted within 14 days of placing the order and/or before the goods are delivered to you;

If you request an order cancellation, but that order has been dispatched by us to you, we will treat your request as a Refund; as soon as you receive the order, you must return it to us, unopened, as soon as possible.

After we receive any goods returned to us by you, we will inspect those goods to determine whether your return or refund should be authorised.

For any money we refund to you, we will use the original payment method you used during the purchase. Note that for credit card payments it may take 5 to 10 business days for a refund to show up on your credit card statement.

If anything is unclear or you have more questions, feel free to contact us by emailing support@jpresin8.com, or by using the "Contact" page on our website.