

Cancellation Form

Please complete this form and email it to cancel@sunshinepools.co.uk
To assist us with refunding you, please include a copy of this form with your returned goods.

I/we hereby give notice that I/we wish to cancel my/our Contract of Sale of the following goods:

| | |
|--------------------------|--|
| Customer Name | |
| Order Number | |
| Date of Order | |
| Date Received | |
| Item(s) Returned | |
| Reason for Return | |

Please note

You have the right to cancel within 14 days from the day after your goods have been received. If this cancellation arrives before your goods are despatched, you will receive a full refund. If received after despatch you will still receive a full refund, however if your goods were originally despatched with a delivery surcharge, due to a request for delivery outside of our normal delivery times, method or areas, the surcharge paid for this service will not be refunded.

You must take reasonable care of the goods and return them to Sunshine Pools by registered post or similar, to arrive back with us within 14 days of your notice of cancellation.

The risk of damage to the goods in transit will be yours as will the cost of returning the item. The cost will depend on the weight and dimensions of the item you are returning and the carrier you sue. We reserve the right to deduct monies from refunds where goods have been damaged in transit or show signs of unreasonable use leading to diminished value.

We request that you return the goods with the original packaging.

Self-assembly items cannot be returned if assembly is part or fully completed unless the item is faulty.

Refunds will be processed within 14 days of receipt of returned items, or within 14 days of receiving evidence that the items are in the process of being returned.

Return Address:

Sunshine Pools, Ravenshill, Racecourse Road, Dormansland, Lingfield, Surrey RH7 6PP.