

Refund & Cancellation Policy

We do our best to keep all our customers happy & will do everything we can to help in the unlikely event of thing not working out how they should.

Eurocrate Ltd must be notified of returns within 7 days of goods receipt, and goods must be returned within a further 7 days.

Goods must be returned in the same condition as delivered in. The customer is responsible for returning any goods (cost or otherwise). We reserve the right to charge a 25% restocking fee on any returned goods. As a lot of our items are prepared to order.

Damaged goods must be signed for as damaged or rejected when delivered, and Eurocrate Ltd must be notified within 48 hours. For any more information or clarity please phone the office on 0800 035 2486