

RETURNS POLICY

Exercising your right to change your mind (Consumer Contracts Regulations 2013).

1. If you are contracting as a Consumer, you may cancel a Contract at any time within 30 days (longer than the statutory 14-day period). In this case, you will receive a full refund of the price paid for the Products in accordance with our refunds policy.
2. These rights, under the Consumer Contracts Regulations 2013, are explained in more detail in these terms.
3. To cancel a contract, the Consumer must inform the Seller of the decision to cancel it. To keep the deadline, it is sufficient for the Consumer to make a statement to the Seller before it expires.
4. To inform the Seller the Consumer shall make a clear statement setting out the decision to cancel the contract for example by using the model cancellation form, available for download on our website.
5. Please send your cancellation form to our email address: info@allnutrition.co.uk.
6. If the contract is a sales contract, the cancellation period ends at the end of 30 days after the day on which the goods come into the physical possession of—
 - (a) the Consumer, or
 - (b) person, other than the carrier, identified by the Consumer to take possession of them.
7. If the contract is a sales contract under which multiple goods are ordered by the Consumer in one order, but some are delivered on different days, the cancellation period ends at the end of 30 days after the day on which the last of the goods come into the physical possession of—
 - (a) the Consumer, or
 - (b) a person, other than the carrier, identified by the Consumer to take possession of them.
8. The Seller must communicate to the Consumer an acknowledgement of receipt of the cancellation on a durable medium without delay.

9. If a contract is cancelled—the cancellation ends the obligations of the parties to perform the contract.
10. The Seller must reimburse any payment for delivery received from the Consumer up to the amount the Consumer would have paid if the Consumer had chosen the least expensive common and generally acceptable kind of delivery offered by the Seller.
11. If the Consumer has chosen a method of delivery of the good other than the cheapest usual delivery method available in the Online Store, the Seller is not obliged to refund the additional costs incurred by the Consumer. Reimbursement must be without undue delay.
12. If the contract is a sales contract and the Seller has not offered to collect the goods, the time is the end of 14 days after—
 - (a) the day on which the Seller receives the goods back, or
 - (b) if earlier, the day on which the Consumer supplies evidence of having sent the goods back.
13. Otherwise, the time is the end of 14 days after the day on which the Seller is informed of the Consumer's decision to cancel the contract.
14. The Seller must make the reimbursement using the same means of payment as the Consumer used for the initial transaction unless the Consumer has expressly agreed otherwise. The Seller must not impose any fee on the Consumer in respect of the reimbursement.
15. If (in the case of a sales contract) the value of the goods is diminished by any amount as a result of handling of the goods by the Consumer beyond what is necessary to establish the nature, characteristics and functioning of the goods, the Seller may recover that amount from the Consumer, up to the contract price.
16. The Consumer is obliged to immediately, no later than within 14 calendar days from the date on which he cancelled the contract, return the good to the Seller or hand it over to a person authorized by the Seller to collect it, unless the Seller offered to collect the good himself. To meet the deadline, it is sufficient to send the good back before its expiry.
17. The purchased Products should be returned to the following address:

SFD S.A. ul. Zielonogórska 4, 45-323 Opole, Poland.

18. If the Consumer decides to withdraw from the sales contract concluded online, he is obliged to cover the direct costs of returning the Good.

19. The Seller may withhold the refund of payment received from the Consumer until he receives the returned good or the Consumer provides a proof of its return dispatch, whichever comes first, unless the Seller offered to pick up the item from the Consumer by himself.

20. If you are a Consumer, please note that you waive your right to a refund:

- a) for the supply of goods that are made to the Consumer's specifications or are clearly personalized.
- b) for the supply of goods which will deteriorate or expire rapidly.
- c) for the supply of goods received sealed for health protection or hygiene reasons once unsealed.

Appendix 1: Standard Form for Withdrawal

(Complete this form and return it only when you want to revoke the agreement on e-mail)

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- I/We hereby inform you that I/we wish to revoke our agreement on the sale of the following products:
[specification of the product] *

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- Ordered on*/received on* [date of ordering the services or receiving products with number] *

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- [Consumer's name]

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- [Consumer's address]

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- [Consumer's signature] (only when this form is submitted on paper)