

Returns or refunds - DO NOT send the item back until you have confirmation from iQuatics LTD, as many issues can be resolved without the item being returned.

Please return the item with a copy of the returns email you receive from ourselves. This will help speed up any refund process. If you don't receive a reply within 48 hours of expected delivery date of returned item please check your courier tracking that we have received item then contact our halide.

If you do not have proof of delivery and a tracking number we will be unable to issue a refund unless item is received. We accept no responsibility for items lost in the post.

Postage and packaging charges: If returning an item the return postage cost will be paid by the customer and not by iQuatics.

Restocking fee: If customer wants a refund, can have 100% store credit or 85% cash refund. (15% restocking fee)

Item condition: If you return the product, it has to be returned in the original packaging and unused and unopened. Please make sure when returned the packaging is in fully protected condition as full refunds will not be issued on damaged returns.

If in case of damaged item please keep original packaging as the delivery company may require this to be sent in at a later date.

iQuatics Ltd will only take responsibility for any items once they have arrived in our depot and we have signed and checked them.

If the item is found not to be in stock condition we will return it to you at your expense. For full terms and conditions please visit iquaticsonline.co.uk

POSTAGE AND PACKAGING

Delivery Address: Please ensure you give your correct delivery address. Any incorrect and incomplete address risks being returned to us, in these cases you will be liable for a second delivery charge before re-despatch.

The delivery address will be directly copied from the address provided, we take no responsibility for lost post due to incorrect postal details being supplied.

All of our small packets are delivered by Royal Mail Recorded Signed For™ service for giving you complete peace of mind with proof of posting and an electronic copy of the signature available online.

- Proof of posting
- Signature on delivery
- Online confirmation of delivery

With Recorded Signed For™, we aim to deliver your item the next working day. This service is not a guaranteed next day delivery. Time can change dependant on weather and busy festive seasons.

For guaranteed next day delivery or for your items, please use [Special Delivery™ 9.00am](#) or [Special Delivery™ Next Day](#)

Take advantage of Special Delivery™ Next Day for guaranteed delivery of your urgent order item before 1.00pm the next working day to 99% of the UK.

- Guaranteed delivery before 1.00pm
- Guaranteed Saturday Delivery for a small surcharge

- 99%* UK coverage
- Online tracking
- Electronic Proof of Delivery

International Postage

All of our small packet items are delivered by Royal Mail International Signed For™
All items are tracked until they leave the UK – and in some cases on arrival in the destination country.
Check the progress of your item online until it reaches the destination country's postal service as a registered item.

With International Signed For™ delivery our delivery is usually within three working days to Western Europe, four working days to Eastern Europe and five working days for the rest of the world. These times are not guaranteed.

In non European countries a customs form needs to be filled in. iQuatics Ltd will accept no responsibility for any duty incurred by customs.

Customer Service

Any queries regarding the goods or services supplied should be made to:sales@iquaticsonline.co.uk