

Returns Policy

We know that you will be pleased with your purchases from kihproducts.co.uk. However, there may be occasions when you will need to return items to us.

Items damaged in transit

If any items were damaged in transit, we ask that you report this to us within 5 working days from receipt of the goods. If the items are visibly damaged on receipt, we ask that you contact kihproducts.co.uk on 0208 123 9625 to discuss the best course of action. The delivery drivers documentation must be signed damaged even if the goods are accepted.

Any claim for damaged goods without the delivery drivers documentation signed damaged may jeopardise your right to cancel.

If you intend to return the items please see the instructions below.

Items faulty on arrival

If your items are faulty on arrival, i.e. the packaging is intact but the product does not work or the damage is not visible until the item(s) have been unpacked, you have 5 working days in which to inform us of the fault. This should be done using our online support Form. Please note that if this is not reported in the said time then this may jeopardise your rights to cancel for a full refund.

Once we have verified the fault, we'll either issue a replacement or full refund to you via your original payment method.

Items should be returned in their original packaging complete with all accessories and documentation.

Items missing on arrival

If the order is made up of multiple products or boxes and some are missing from the initial delivery you have 5 working days in which to inform us of the missing items. This should be done using our online support Form. Please note that if this is not reported in the said time then this may jeopardise your rights to cancel for a full refund.

If you change your mind

If you have simply changed your mind about any item ordered and you wish to return it, then in line with the Distance Selling Regulations (DSR) you can do so provided you inform us of your decision within 14 working days of receipt.

The item must not be used or assembled and must be 'as new' in its original packaging when returned to us. Once you've informed us that you wish to return goods under the DSR, you have 28 calendar days to do so, at your own expense (if you would like us to do this for you there is a minimum charge of £25 depending on the item(s) ordered.

Once the item is received at kihproducts.co.uk , we'll issue a full refund for the product to your original payment method within 30 days. Where KIH Products has paid for PR as part of your package this will be deducted from the refund amount.

Need to return your item

You can request a return using our online support form. We ask that you provide full details of the reason for returning the item. Before filling this form in we would ask that you read the our Terms and Conditions and the rest of this page.

All Returns:

For a full refund to be made, all returned items must be in a 'Saleable' condition.

For example an item being returned as not required should still be in its original packaging and any sealed containers should still be sealed with all wrappings still intact. **Goods being returned as not required should not have been used.** For faulty items the original packaging materials should be used to protect the item from any damage during return transit, as any further damage occurring during return transit caused by inadequate packaging will result in a charge being deducted from any refund due, to the value of correcting said damage.

If on the agreed collection date the collection fails there will be a rebooking charge. This will be a minimum of £15.00

Returning a faulty item

Please follow these steps to ensure your return is dealt with swiftly:

Step 1

Kindly email using our [online support form](#) with a brief description of the fault. This email should contain the full name of the person who placed the original order along with the address. We will then email you confirming receipt of your email.

Step 2

Once a member of kihproducts.co.uk has processed your return, you will receive details on how to return the item for replacement/refund. Please follow all the steps to ensure your return is dealt with effectively.

When sending your product(s) back to us, it is crucial that you place the items back in their original packaging. Please note that the packaging must be sealed to avoid any further damage.

Step 3

Once your item is received back and the necessary checks have been done, we will email you to update you regarding the refund/replacement to be issued.

Returning a non faulty item

Step 1

Please ensure that the item is unused, in its original condition and you contact us within 14 calendar days of delivery.

Please note that no refund/replacement can be issued if the item has been used in any way. The item should be returned in the same condition which it was delivered including all accessories and wrappings/seals intact. Mattresses that have been slept on cannot be returned.

Step 2

If the item is as stated above (in pristine condition), then kindly email us using our online support form with a brief description of why you would like to return the item and confirm that the item is in the condition described above.

This email should contain the full name of the person who placed the original order along with the address. You will then receive an email confirming receipt of your email and instructions on how to organise the goods to be either collected or instructions on where to send the goods.

Important Information

- o In all instances you will be responsible for all the delivery and collection charges
- o If the error is on our part e.g. wrong item dispatched, we will be responsible for delivery charges

o KIH Products are unable to accept the return of any used KIH Beds, Face Rests or covers that have been used unless there is a fault.

o Items must be returned back in pristine condition