

Cancellation Policy:

1. Cooling off period.

During the cooling-off period of one day, customers are entitled to review and reconsider their purchase. If a cancellation is desired, it must be communicated within this one-day timeframe. The cooling-off period begins upon receipt of the deposit, and any cancellation request should be submitted in writing.

2. Cancellation Timeframe:

Customers must notify us of any cancellation at least 7 days before the scheduled installation date to be eligible for a partial refund.

3. Deposit Requirement:

A non-refundable deposit of 50% is required at the time of purchase to secure your order and schedule the installation.

Submission of your deposit implies acceptance of our terms and conditions.

4. Refund Structure:

- Deposit is not refundable under any circumstances.
- Cancellations made within 14 days of the scheduled installation date are not eligible for a refund.
- Cancellations made outside of 14 days from the scheduled installation date may be eligible for a partial refund, minus the non-refundable 50% deposit.

4. Cancellation Communication: Cancellations must be conveyed in writing via email to be considered valid. If canceling near the cancellation deadline, please call us first and confirm your cancellation via email.

5. Refund Process:

Refunds, if applicable, will be processed within 10 working days from the date of cancellation confirmation.

By proceeding with the purchase, you acknowledge and agree to abide by this cancellation policy. Thank you for your understanding.

Isle of Wight Blinds Ltd

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