



RETURNS POLICY

We hope that you are delighted with your order. However, if for any reason you are not entirely satisfied, you may return any item with its original packaging for a full refund. We are very proud to offer all of our customers a 1 Year workmanship guarantee. Please retain your receipt to exercise this workmanship guarantee.

Please note that if you have purchased your products via one of our stockists you will need to arrange your return or exchange with them directly.

Defects, incomplete orders, or incorrect delivery

If you are returning the goods owing to defects, incomplete or incorrect delivery we will refund you both the price you paid for your goods (inclusive of the initial delivery charge) and the courier costs for the return postage from the original delivery point to our offices, please enclose a valid receipt indicating the return postage costs.

Other reasons

If you return items for reasons other than defects in the goods, incomplete orders or incorrect delivery, you will be required to pay for the return of the item to us. Please ensure that the package is wrapped securely.

Returning the product

Return the parcel to the following address:
Giorry Limited, 23 Tangmere, Willan Road, London, N17 6NB, UK.

Please enclose the following details:

- Your Full Name
- Your Full Address
- Your Giorry Order ID
- Reason for returning the product(s)

Giorry accepts no liability if you return goods by any method other than a recorded delivery method (one that requires a signature upon receipt). In any event, Giorry accepts no liability in respect of returned goods unless and until such returned goods have been received by us in their original condition and in their original packaging. Please make sure that the returned package is properly secured and that you have enclosed the necessary returns documentation (including original dispatch note).

You must retain the recorded delivery receipt for your own purposes in order to provide proof to us that you have returned the goods by recorded delivery. This will be required by us only in the unlikely event that the goods are not successfully returned despite being sent by recorded delivery.

Calculating your refund

After the returned items have arrived at our offices, they will be examined and the appropriate refund will be calculated.

We will refund the price paid by you for goods (inclusive of the initial delivery charge) when we have received the returned goods in their original condition at our offices or when required by the Consumer Protection (Distance Selling) Regulations 2000, whichever is sooner. Notification will be via email.

We will refund such sums by crediting your credit/debit card (as applicable).

We will process the applicable refund and notify you by email when your refund has been processed.

Your statutory rights remain unaffected.

Complaints Procedure

If you wish to complain about any matter in respect of the goods please contact our sales team email sales@giorry.com or by writing to us at Giorry Ltd, 23 Tangmere, Willan Road, London, N17 6NB, UK.