



If you are not entirely happy with your purchase you may return the goods to us within 7 days of the date of receiving the goods for a refund. The goods must be in their original new condition and must not have been worn (other than for the purpose of a trial fit and not worn outdoors). The goods must be returned in the original undamaged manufacturers box / packaging with all original packaging and tags attached. Do not mark the box or apply tape directly to it. Returned goods should be wrapped with sufficient outer packaging so as to protect the original manufactures box. If you wish to exchange the goods without incurring a delay please place a new order on-line (together with a new payment) and return the originals for a refund of the original order - this way we will be able to despatch your replacement immediately. You will remain responsible for the condition and security of the goods until they are received by us at our premises.

How to make a return

1. Request the return on eBay - on the eBay website:
Go to My eBay. You may be asked to sign in.
Click "Won"
Next to your listing, select Return this item from the pull-down menu.
Select "I want to return an item" and click Continue.
The "Return an item" form appears.
Review the next page and click "Request return"
click "continue"

Await returns confirmation email (which contains an authorisation number).

Prepare for posting...

2. Fully complete the enclosed Returns form
3. Enclose the returns form in the manufactures box.
4. Fully wrap the manufacturers box with waterproof and durable outer packaging.
5. Address the parcel to:

Ogam Igam
5 Royal Buildings
PENARTH
CF64 3EB
United Kingdom

6. Post the parcel at a Post Office. (Within the UK you are advised to collect and keep a 'Proof of Posting' certificate which will enable you to claim compensation of up to £39 in the event of loss or damage).

On receipt of the goods we will:

1. Inform you via email of their receipt
2. After inspection, refund via your payment method. If we are unable to refund your credit card a cheque will be sent in the post to your billing address.

Returns authorisation number (RAN):	
Your eBay user name	
Date of order	
First name	
Surname	
Billing address	
Post Code	
Telephone no.	
Email address	
Details of items returned:	
Reason for return:	