

SK4L: RETURNS AND REFUNDS POLICY

Online Retail Operations — First Aid Supplies & Goods

This Returns and Refunds Policy governs the sale of physical goods and first aid equipment sold via our website to members of the public within the United Kingdom. We are committed to providing high-quality products and excellent customer service in compliance with the Consumer Rights Act 2015 and the Consumer Contracts Regulations 2013.

1. Statutory Right to Cancel ('Cooling-Off' Period)

Under the Consumer Contracts Regulations 2013, you have a statutory right to cancel your order for any reason within 14 days from the day you, or a third party indicated by you, receive the physical goods.

To exercise your right to cancel, you must notify us of your decision through a clear, unambiguous statement sent via email or post prior to the expiration of the 14-day window. You must then return the items to us without undue delay, and in any event no later than 14 days from the day you communicated your cancellation.

2. Medical, Hygiene & Sterile Product Exemptions

Please note that due to health protection and hygiene laws, certain medical products are strictly exempted from the standard 14-day statutory right to cancel if they have been unsealed, opened, or altered after delivery.

CRITICAL SAFETY WARNING: *We cannot accept returns or issue refunds for sterile or hygiene-sensitive items if their original packaging or safety seals have been broken. This applies directly to items such as:*

- Sterile bandages, dressings, plasters, and eye washes
- Clinical burns treatments and cooling gels
- Unsealed or opened multi-item Emergency First Aid Kits
- Automated External Defibrillator (AED) electrode pads or batteries with broken seals

3. Faulty, Damaged, or Incorrect Goods

In accordance with the UK Consumer Rights Act 2015, all goods supplied must match their description, be fit for purpose, and be of satisfactory quality. If you receive a product that is faulty, damaged in transit, or incorrect, you are entitled to the following remedies:

- **Within 30 Days of Delivery:** You are entitled to an immediate full refund or a direct replacement product.
- **Between 30 Days and 6 Months:** We reserve the right to repair or replace the faulty item. If a repair or replacement is not successful, you may then claim a full refund or a price reduction.

4. Return Shipping Logistics and Costs

If you are returning goods due to a change of mind during the 14-day cooling-off window, you must bear the direct cost of return postage. We strongly recommend using a tracked shipping service, as we cannot accept liability for return packages lost or damaged in transit.

If you are returning items because they are faulty, damaged, or incorrectly supplied, we will provide a pre-paid return shipping label or reimburse your reasonable standard return delivery expenses.

5. Processing Framework & Timelines

Once your return is received and inspected at our logistics hub, we will process your refund without undue delay. Refunds will be issued within 14 days of the date we receive the goods back, or 14 days from the date you provide verified proof of postage.

All refunds are automatically credited back to the original method of payment used during the initial e-commerce checkout transaction. Bank processing windows may vary slightly depending on your provider.