

Refund & Returns Policy

OVERVIEW

Our refund and returns policy extends to 30 days. If more than 30 days have passed since your purchase, we cannot offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

Customised goods cannot be returned unless they are defective or arrive damaged. We ask for photographic proof of the packaging to accept any claim, whether the packaging is damaged or not.

To complete your return, we require a receipt or proof of purchase.

Only regular priced items may be refunded. **Sale items cannot be refunded.**

REFUNDS

Once your return is received and has been inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 5-7 working days.

Late or missing refunds

If you haven't received a refund yet, first recheck your bank account. Then contact your credit card company, it may take some time before your refund is officially deposited. Next, contact your bank. There is often some processing time before a refund is sent.

If you've done all of this and still have not received your refund, please contact us at info@helios-laser.co.uk

EXCHANGES

We replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at info@helios-laser.co.uk and send your item to: 7 Buckhurst Way, East Grinstead, West Sussex, RH19 2AG, UK.

SHIPPING & RETURNS

To return your order, please mail it to 7 Buckhurst Way, East Grinstead, West Sussex, RH19 2AG, UK.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you may vary.

If returning more expensive items, consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

NEED HELP?

Contact us at info@helios-laser.co.uk for questions related to refunds and returns.