

Soft Touch Water Softeners Refund Policy

These terms apply to orders placed on www.softtouchwater.co.uk
We may change our Refund & Returns policy at any time, so please do not assume that the same terms will apply in the future.

When can I return an item?

Your legal rights in accordance with the Consumer Rights Act 2015 state that you are entitled to a full refund if;

- an item is faulty,
- not as described
- unfit for it's described purpose.

Our Policy:

In addition to these rights we are happy to refund an order you have placed mistakenly and it has not been delivered, or posted.

If the wrong item has been ordered, up to a period of 14 days after you have received the order we will give a refund, less any costs incurred by Soft Touch Water Softeners i.e post or delivery costs.

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.

To return your item, please contact us at softtouchwater@gmail.com or call us on 01227 367700.
We will ensure you are refunded using the payment method used in the original purchase within 14 days of us receiving the goods in their original condition.

