

village-on-the-web ltd – Cancellations and Returns Policy

To make life easier for you, we've extracted the relevant paragraphs from our Terms of Website Supply, to tell you the terms and conditions under which you will be able to return or cancel your order for any of the goods listed in the individual stores (**products**) on www.village-on-the-web.com (**our website**) to the persons operating stores on our website (**storekeepers**). Please read the full version of these terms and conditions carefully before ordering any products from our website. [A printable version of the Cancellations and Returns Policy is available here.](#)

1. CONSUMER RIGHTS

(a) If you are contracting as a consumer, you may cancel a Contract at any time within 14 working days, beginning on the day after you received the products. In this case, you will receive a full refund of the price paid for the products in accordance with the refunds policy set out below.

(b) To cancel a Contract, you must inform the storekeeper in writing, with a copy to office@village-on-the-web.com. You must also return the product(s) to the storekeeper at the address shown on the Dispatch Confirmation immediately, in the same condition in which you received them, and at your own cost and risk. You have a legal obligation to take reasonable care of the products while they are in your possession. If you fail to comply with this obligation, the storekeeper may have a right of action against you for compensation.

(c) You will not have any right to cancel a Contract for the supply of any of the following products:

- (i) Any item made to your specifications; or
- (ii) Any clearly personalised item; or
- (iii) Video, DVD, audio, video games and software products where the item has been unsealed. Please note we are unable to accept cancellation of or returns for digital items once downloading has commenced; or
- (iv) Any item which by reason of its nature cannot be returned or is liable to deteriorate or expire rapidly.

(d) Details of this statutory right, and an explanation of how to exercise it, are provided in the Dispatch Confirmation. This provision does not affect your statutory rights.

2. RETURNS

(a) When you return a product:

(i) because you have cancelled the Contract between you and the storekeeper within the 14-day cooling-off period (see above), we will process the refund due to you as soon as possible and, in any case, within 30 days of the day you have given notice of your cancellation. In this case, we will refund the price of the product in full, including the cost of sending the item to you. However, you will be responsible for the cost of returning the item to us.

(ii) for any other reason (for instance, because you claim that the product is not as ordered, defective or significantly not as described) we will refund you both the total amount of the item (including its postage) and the cost of return postage to the storekeeper.

(b) We will usually refund any money received from you using the same method originally used by you to pay for your purchase.