

## **Returns Policy**

We offer a 7-day return policy for goods purchased. Goods must be returned unused and in original packaging within 7 days from the date of receipt to the McCullough Moore office. It is your responsibility to maintain reasonable care of goods. We will process a refund via the original payment method after receipt of goods in a satisfactory condition. The refund to you will be made within 30 days. We recommend that any returned goods are dispatched back to us using a trackable method (ie: DHL, Royal Mail Recorded Delivery etc.) Please contact us to arrange the return of unwanted goods. Need more help? Call us on 0870 7480180 between 9am and 5.30pm, Monday to Friday.

## **Privacy Policy**

The information you provide may be used for direct marketing purposes by us and other companies approved by us. If you do not wish it to be used for such purposes please write to the NACC at the address provided below.

## **Links to other web sites**

Our web site may contain links to other web sites which are outside our control and are not covered by this Privacy Policy. If you access other sites using the links provided, the operators of these sites may collect information from you which will be used by them in accordance with their privacy policy, which may differ from ours.

## **Delivery, Returns and Privacy Statements**

### **What are the delivery charges?**

Product prices are inclusive of delivery charges.

### **When will my order be delivered?**

Orders will normally be processed and despatched within 10 working days. If we anticipate a problem with an order we will contact the customer to inform them of the difficulties and hopefully resolve any problematic issues.

### **What if some items are not available?**

If some of the items in your order are out of stock we will contact you to inform you of the estimated time of arrival.

### **Can you deliver to international destinations?**

Items can be delivered anywhere within the UK and to most international destinations. Additional postage will be charged for international destinations. Please contact NACC administration office for further information.

## **Order confirmation**

Once you have placed an order we will send you an acknowledgement of your order by e-mail.

## **Stock availability**

We do endeavour to hold all stock at all times. If stock is not available for any reason then we will inform you about the expected delivery time of the out of stock item.

## **Prices**

All prices are displayed in UK pounds sterling.

## **Accepted Cards**

We accept the following cards for payment of your order:

Visa

Mastercard

## **Questions**

Queries about any of the products or progress of an order are handled by NACC administration office. Telephone lines are open 9.00am to 5.30pm Monday to Friday and an answer phone service operates after hours.