



RETURNS POLICY

We hope that you are delighted with your Crazy Catch order. We realise that choosing our products online may be sometimes challenging however we try to make it as easy as we can by showing you the products in detail individually with lots of images and a full description as well as customer reviews.

1. Faulty Items:

If there is any fault to the Crazy Catch when received through either a manufacturing defect or delivery damage, we will provide either a full refund or replace any parts to ensure your Crazy Catch is fully operational. We also provide a 6 month guarantee so any genuine faults with the product during this time will be covered.

Simply re-package the goods in their original packaging, post back to us (using the standard postal service) and we will arrange the exchange or refund for you including the refund of the return postage.

Returns Address:

Flicx UK, Walltree House Farm, Steane, Brackley, NN13 5NS, UK

2. Returning Items:

If for any reason you are not entirely satisfied, you may return any item for a full refund or exchange within 30 days from the date on your order. However, we cannot accept returned goods that we reasonably believe to have been used for any period of time. In such circumstances, we will notify you that no refund will be available, and you will be responsible for arranging for such goods to be returned to you within 30 days of our notification.

Returns Address:

Flicx UK, Walltree House Farm, Steane, Brackley, NN13 5NS, UK

Simply re-package the goods in their original packaging, post the goods back to us (this is at cost to the customer) and we will arrange the exchange or refund for you.

Refunding your money:

If you require a refund we will refund the full price paid by you for the goods within seven (7) days of receiving your returned goods, provided that you have returned the goods to us according to our returns policy within 30 working days of the order date. No delivery or courier charges, special delivery or recorded delivery costs will be refunded for returns unless the product is damaged. Refunds will only be made against the original credit/debit/gift card used.