**ROMANS SECURITY COMPANY LID RETURNS POLICY**

We hope that you enjoy the purchases you make from romans security company Itd However, if you wish to return an item, you may do so in accordance with your statutory rights or in accordance with this Retums Policy.

How to Return an Item

As an alternative to the return options provided by your statutory rights, customers may return items purchased from romans security company ltd under this Returns Policy in accordance with the following terms:

1. ﻿﻿﻿Returns made under this Returns Policy must be made within 30 days of delivery of an item.
2. ﻿﻿﻿Items to be returned must:

a. everything that come with the products must be returned with returning product to be considered for refunds

3. To start the returns process, you should email us at customersupport@romans-security.com requesting a return in accordance with this Returns Policy. Include your name, identification of your order (e.g. an order number), and details of the items) you want to return

Entitlement to a Refund

When a return is made following the requirements and procedures set out in this Returns Policy, a customer is entitled to a full refund of the price you paid for the item(s):

1. ﻿﻿﻿Taking into account any discounts that were applied at the time of purchase
2. ﻿﻿﻿Exclusive of any shipping costs paid.

Processing Returns

Once we have received an item you wish to return:

1. We will check the item you have returned within, wherever possible. 5 days. We may be able to check items returned in-store immediately.

12. If we confirm that the item and your returns procedure comply with the requirements set out in this Returns Policy:  
 a We will let you know that your return has been received and accepted.

b. You will receive a refund via your original payment method, usually within 10 days of a return being accepted. Or, if an exchange is available and agreed to instead, your new item will be given to you or delivered to you within our usual delivery timeframes.

3. If the item returned or your returns procedure does not comply with the requirements set out in this Returns Policy:

* ﻿﻿﻿We will let you know why your return has not been accepted.
* ﻿﻿﻿We may offer a reduced refund (e.g. if an item is returned damaged).
* ﻿﻿﻿You will have the option to take the item back (note that you may be required to pay for shipping if necessary).

Exchanges

If you wish to exchange an item purchased for another item (e.g. the same product in a different size or colour), you should return the purchased item as usual (1e. as set out above) and, during the returns process, indicate your wish to exchange your item for a new item and specify exactly which item you wish to exchange for. Then:

1. ﻿﻿﻿If the requested exchange is possible, we will send or give the new item to you once the item being returned has been received.
2. ﻿﻿﻿If the requested exchange is not possible (e.g. because the requested item is not in stock or has a different price), we will inform you of this and provide a refund instead. You may then choose to purchase an alternative item from us by starting a new purchase.

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