



RETURNS / CANCELLATION / REFUNDS / EXCHANGE POLICY

RETURNS

To be eligible for a return, your item must be unused and in the same condition and original packaging that you received it. To complete your return, we require a receipt for proof of purchase.

CANCELLATIONS

You have the right to cancel your order any time within the 14 days of your order. If orders placed before 3pm it will be classed as same day and after 3pm orders will be classed as the next working day. Your 14 days start from the order being placed. To arrange the cancellation of your order contact us by phone: 01462896302 or email: orders@tappsfireworks.com

RETURNS

If you have a problem with an item, please contact us via phone or email or by coming directly into the Garden Centre.

If the item is faulty, we will offer either an exchange of a similar item or refund the cost of the item. The refund or exchange will take place after the firework in question has been examined by a trained member of our staff.