European legislation dictates that unless one of the exceptions listed below applies, you can cancel your order without giving any reason within 14 days from the day on which you or a third party indicated by you (other than the carrier) receives the goods purchased (or last good, lot or piece if it relates to goods or multiple lots or pieces delivered separately).

You must inform us of your decision to cancel your order. We will communicate to you an acknowledgement of your cancellation by e-mail. To meet the cancellation deadline, it is sufficient for you to send your communication before the 14 days’ cancellation period has expired and return the item back to our returns department.

To cancel your purchase within the 14 day cooling-off period, you must contact our customer services department by email at [customerservice@mocap.co.uk](mailto:customerservice@mocap.co.uk), giving the reason for the return as "I just don't want it anymore" or by telephoning +44 1952 670247. Please package the relevant item securely and send it to us within 14 days following the acknowledgement from our customer service team regarding your cancellation to:

Returns Department

Mocap Ltd

Hortonwood 35

Telford

England

TF1 7YW

Please note that we will not accept returns delivered by hand or returns which have not been acknowledged by our customer service team.

Mocap Ltd does not take any responsibility for items delayed or lost through courier or other postal/transportation methods.

For your protection, we recommend that you use a recorded delivery service if the value of the return is more than GBP 50.00.

Please note that you'll be responsible for the costs of returning the items to us unless we delivered the item to you in error, or if the item is damaged or defective.

You may be liable if the value of the goods returned diminishes due to the handling of the goods (except when it was necessary to establish the nature, characteristics and functioning of the goods).

For additional information on the scope, content and instructions for the exercise, please contact our Customer Service.

This return policy does not affect your statutory rights.

For more information about your statutory rights, please visit Adviceguide, a Citizens Advice website at: http://www.adviceguide.org.uk/.

EXCEPTIONS TO THE RIGHT OF CANCELLATION

The right of cancellation does not apply to:

• the delivery of products which are not suitable for return due to health protection or hygienic reasons if unsealed by you after delivery, or which are, after delivery, mixed with other items;

• the supply of goods made to your specifications or clearly personalized;

• the supply of goods which may deteriorate or expire rapidly;

• a service if Mocap has fully performed it and you accepted when you placed your order that we could start to deliver it, and that you could not cancel it once delivery had started;

• Business to Business transactions