

LunaZoo Purchasing and Distribution Terms & Conditions.

Your Rights as an Online Consumer:

You are entitled to:

- Clear information about the goods or services offered before you buy.
- Written confirmation of this information after you have made your purchase.
- A 'cooling off' period during which an order can be cancelled and a full refund made.
- A full refund if the goods or services are not provided by the date you agreed.
(If you didn't agree a date, then you are entitled to a refund if the goods or services are not provided within 30 days.)

Money Back

We the distributor 'LunaZoo' have a 7 day money back policy that allows you the consumer, to return a purchased online item from www.adventuresofmac.co.uk back for a refund of your money. To qualify for the full refund the purchased items must be returned packaged in the same condition they had arrived to you. (please see returns address at the bottom of this page). You must also telephone or e-mail giving prior notice of your returns and an explanation of why you would like to return it. We will then give you a returns number to use in correspondence.
(please see returns telephone number and address at the bottom of this page).

Lost or Damaged goods in transit.

We recommend selecting the recorded delivery option for postage, it covers all eventualities and we will replace or refund any lost or damaged goods if you have chosen this method of delivery. LunaZoo will not replace items that have been damaged by yourself or any third party person who may have damaged it accidentally or intentionally other than what applies to being damaged in transit whilst being delivered to you by recorded delivery postal service. If the goods are faulty the 7 day money back policy applies. We do check our products for physical damage before they are sent out, making sure they are fit for purpose. If you have a problem with your product or you think it may be lost in the post please contact us by telephone or e-mail (bottom of the page) and we will give you a tracking number to use in correspondence and so we can find or replace your lost item or replace a damaged item as quickly as possible.

Our Rights (LunaZoo)

We reserve the right to determine the fixed maximum amount of money that our product will retail at (The Recommended Retail price). This is not allowed to be re-sold above the recommended retail price unless authorised through us the distributor 'LunaZoo'. We also reserve the right to change the cost of postage and packaging at anytime.

Returns Address:

LunaZoo returns,
9Milton Dene
Hemel Hempstead
Hertfordshire
HP2 7PE

E-MAIL: returns@adventuresofmac.co.uk

TEL: 01442 300957