



www.thebox-hub.co.uk

Refunds & Returns – The Box-Hub Ltd

Effective from: 25.11.25

Created: 25.11.2025

We want you to be happy with your purchase. If something isn't right, here's how we handle refunds and returns:

1. Changed Your Mind?

- You can cancel your order within 14 days of receiving it.
- Just email us at support@thebox-hub.co.uk and we'll guide you through the return.
- We'll refund the product price and the standard delivery cost.
- You'll need to cover return postage unless the item is faulty.

2. Condition of Returns

- You can open and check the product, but please don't use it more than you would in a shop.
- If it comes back with extra wear or damage, we may reduce your refund to cover the loss in value.

3. What Can't Be Returned

Unless faulty, we can't accept returns for:

- Personalised or custom-made items
 - Digital downloads or online courses once you've started the download/stream
 - Perishable goods (like food)

4. Faulty or Not as Described

- If your item is faulty, damaged, or not as described, you have the right to a full refund, repair, or replacement under UK law.
- This applies to all items, including sale or discounted products.

5. Getting Your Refund

- Once we receive your return, we'll process your refund within 14 days.
- Refunds go back to your original payment method.

Need help? Email: support@thebox-hub.co.uk

Registered business address available upon request.