

The Resuscitation Centre

Returns/Cancellations

If you are a Consumer, you have a 7 day cooling off period during which you have the right to cancel your purchase and receive a refund in accordance with the EU Distance Selling Directive (2000) and is part of UK law under the Consumer Protection (Distance Selling) Regulations (2000) that relate to distance selling. Please note that these regulations do not govern Contracts between businesses.

Please note that returns can only be accepted and a refund issued if you have complied with all of the following:

1. You return the item to our warehouse within 7 working days* from the day after delivery,
2. The goods must be in an 'as new' condition and returned in the original, undamaged and unopened packaging, along with any accessories and free items received.
3. The goods must not have been used or installed or have had any data connections made.
4. Whilst the goods are in your possession you must take reasonable care of them and not use them. DVDs, CDs, and software packaging discs must still be sealed.

* Working days means all days other than Saturday, Sunday and public holidays.