

— **If you are a consumer** then for most Goods bought online you have a legal right to change your mind within 14 days and receive a refund. Your right to change your mind does not apply in respect of:

(a) the supply of Goods which are liable to deteriorate or expire rapidly, including but not limited to Butchery, Bakery, Delicatessen, Fruit Market and Fish market products, products which need to be kept refrigerated, food and beverages with short expiry time limits;

(b) the supply of sealed Goods which are not suitable for return due to health protection or hygiene reasons and were unsealed after delivery including but not limited to Chilled and Frozen Products (including Food Made to Order), Earrings or Hair Accessories, Baby Food and milk, Underwear and swimwear, cosmetic products, toothbrushes, shavers and personal hygiene items;

(c) the supply of Goods which are, after delivery, according to their nature, inseparably mixed with other items;

(d) the supply of sealed audio or sealed video recordings or sealed computer software which were unsealed after delivery;

(e) the supply of Goods for which the price is dependent on fluctuations in the financial market which cannot be controlled by the trader and which may occur within the withdrawal period;

(f) the supply of Goods made to the consumer's specifications or clearly personalised;

(g) the supply of a newspaper, periodical or magazine with the exception of subscription contracts for the supply of such publications.

### **TIME AND WAY TO END THE CONTRACT**

— If you are a consumer and you have bought Goods, you may end the contract within 14 days from the day you (or someone you nominate) receives the Goods.

— To end the contract with us, please let us know by doing the following:

(a) Print off this [Form](#), complete it, sign it, and scan it. Send us the completed and signed form via email at [customer.services@papantoniou.com.cy](mailto:customer.services@papantoniou.com.cy) together with pictures of the Goods for which you wish to end the contract in order to confirm that your right to end the contract applies.

(b) Simply email us at the above email address stating that you wish to end the contract and provide your name, home address, details of the order (including your order number), pictures of the Goods for which you wish to end the contract in order to confirm that your right to end the contract applies, and, where available, your phone number.

### **RETURN OF THE GOODS AND COST**

— If you are a consumer exercising your right to change your mind you must return the Goods within 14 days of telling us you wish to end the contract.

— If you are a consumer exercising your right to change your mind you must pay the costs of return.

### **REFUND WHEN ENDING THE CONTRACT**

— If you are exercising your right to change your mind:

(a) We may reduce your refund of the price (excluding delivery costs) to reflect any reduction in the value of the Goods, if this has been caused by your handling them in a way which would not be permitted. If we refund you the price paid before we are able to inspect

the Goods and later discover you have handled them in an unacceptable way, you must pay us an appropriate amount.

(b) The maximum refund for delivery costs will be the costs of delivery by the least expensive delivery method we offer. For example, if we offer delivery of a product within 3-5 days at one cost but you choose to have the product delivered within 24 hours at a higher cost, then we will only refund what you would have paid for the cheaper delivery option.

(c) If we have delivered the Goods and you are ending the contract for some of the Goods, we may not refund you the delivery cost or any part of the delivery cost.

— If you are a consumer exercising your right to change your mind then:

(a) Where we have offered to collect the Goods, we may withhold the refund until we have received the Goods back or until you provide evidence that you have sent back the Goods, whichever occurs first.

(b) In all other cases, your refund will be made within 14 days of your telling us you have changed your mind.