

Right to cancel information.

You have the right to cancel your contract with us pursuant to the consumer contracts (information, cancellation and additional charges) regulations act 2013.



Please note that no statutory cancellation rights apply to goods that are custom or made to measure orders, unless production of the item has not yet begun.

For non-custom orders you have the right to cancel this contract within 14 days without giving any reason. The cancellation period for non-custom orders items will expire after 14 days from the day at which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the goods.

To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement (e.g. written letter via recorded post, or email).

Address: Optimal Equine, 31 York Avenue, Sandiacre, Nottingham, Ng10 5HA

Email: optimalequine@outlook.com

Effects of cancellation:

If you cancel this contract, we will reimburse to you all payments received, excluding the costs of delivery and return postage. If you have received the goods before you cancel the contract you must send the goods back to our contact address at your own cost and risk without undue delay and, in any event, not later than 14 days after the day on which you informed us you were cancelling the contract.

We may make a deduction from the reimbursement for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you.

We will make the reimbursement without undue delay, and not later than;

- (a) 14 days after the day we receive back from you any goods supplied, or
 - (b) (if earlier) 14 days after the day you provided evidence that you have returned the goods,
- or

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(c) if there were no goods supplied, 14 days after the day on which we are informed about your decision to cancel this contract.

We will make reimbursement using the same means of payment for the initial transaction (Refund via SumUp for card transactions, BACS for cash payments). We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent the goods back, whichever is earliest.

You shall send the goods back or hand them over without undue delay and in any event not later than 14 days from which you communicate your cancellation from this contract to us. The deadline is met if you send back the goods before the 14 days have expired. You will have to bear the direct cost of returning the goods. You are only liable for any diminished value of the goods resulting in what is necessary to establish the nature, characteristics and functioning of the goods.