



Boen Return Policy

You can exercise your right to change your mind under the Consumer Contracts Regulations 2013 within 14 days of delivery provided the goods on your order were not "special order" or bespoke items produced to your specification. Goods can only be returned in the original unopened and undamaged packaging at the customers cost, the customer service team will be able to give an estimate of costs which can depend on the product weight and location in the United Kingdom.

Return Instructions:

How to return your goods. Please call customer services on 0800 652 5280 or email sales@boen.co.uk. Please provide your name, home address, details of the order, your phone number and email address. Alternatively, please complete our form online: <https://zfrmz.eu/vqoiMhIOYvkyHh0RAbk>

Refunds:

Refunds will be made within 14 days from the day on which we receive the product back from you subject to inspection and at the price you paid for the products where any agreed return costs will be deducted. The refund will be returned by the method you used for the original payment.