

CANCELLATION FORM

If you are a UK/EU consumer, you have the legal right to cancel your order within 14 days following the date on which you, or a third party other than the carrier and indicated by you, takes physical possession of the goods.

If you wish to exercise your right to cancel, you must inform us of your decision in writing e.g. by a letter to: Returns Department, TOAST Mail Order, Third Floor Matrix Beta, Matrix Business Park, Swansea, SA6 8RE or email to order@toa.st

You may use the cancellation form set out below, but this is not obligatory.

The goods should be returned to us without undue delay and in any event not later than 14 days from the day on which you exercise your right to cancel.

You will be responsible for the cost of returning the goods unless your order is eligible for free returns, or we delivered the items in error to you or they were damaged or defective. Please see the Returns Policy on our website www.toa.st for further details.

If you exercise your right to cancel and return the goods to us with 14 days from the date on which you exercise your right to cancel, we will reimburse you the cost of the goods together with our standard delivery charges, without undue delay and in any event, no later than 14 days after we receive the goods, or you have supplied evidence of having sent back the goods, whichever is the earlier.

We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earlier.

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 using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise. In any event, you will not incur any fees as a result of the reimbursement.

To: Returns Department, TOAST Mail Order, Third Floor Matrix Beta, Matrix Business Park, Swansea, SA6 8RE, United Kingdom (E-mail: orders@toa.st)

I hereby give notice that I cancel my contract of sale of the following goods, [*customer to insert description of the goods and order number*].

Ordered on [*customer to insert date of order*] / received on [*customer to insert date the goods were received*],

Name of customer:

Address of customer:
.....
.....

Signature of consumer (only if this form is notified on paper),

Date