

If you are a UK/EU consumer, you have the legal right to cancel your order within 14 days following your receipt or physical possession of the Products from us or when a third party other than the carrier and indicated by you receives or has physical possession of the Products.

If you wish to cancel your order using this legal right, you must inform us of your decision to cancel the contract in writing e.g. by a letter sent by post or email.

The address to write to is: **Toast (Mail Order) Limited, Unit D Ashmount Park, Upper Fforest Way, Swansea, United Kingdom SA6 8QR**  
Alternatively you can inform us by emailing: **contact@toast.co.uk**

You may use the cancellation form set out below:

To **Toast (Mail Order) Limited, Unit D Ashmount Park, Upper Fforest Way, Swansea, United Kingdom SA6 8QR**  
(email: **contact@toast.co.uk**)

I hereby give notice that I cancel my contract of sale of the following goods...

Description of goods _____ _____ _____	Ordered on _____ Received on _____
Order number _____	
Name of customer _____	Signature of customer (only if this form is notified on paper) _____
Address of customer _____ _____ _____	
Postcode _____	Date _____

If you exercise your right to cancel the contract during the 14 days period after receipt of the goods, we reimburse you the cost of the goods 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. 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.

Please return the unwanted goods to us without undue delay and in any event not later than 14 days from the day on which you communicate your cancellation from the contract to us. Please return the goods in line with our Returns Policy on our website [www.toa.st](http://www.toa.st)

You will be responsible for the cost of returning the goods unless our Returns Policy provides that we will reimburse the costs of returning items or if we delivered items in error to you or they were damaged or defective.