

Cancellation Policy

Endless Pleasure Limited

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1. Introduction

At Endless Pleasure Limited, we understand that purchasing intimate wellness products requires confidence and trust. We are committed to providing you with clear, comprehensive cancellation rights while maintaining the highest standards of hygiene and safety for all our customers.

This Cancellation Policy explains your rights to cancel orders and return products purchased from our website www.endlesspleasure.co.uk (<http://www.endlesspleasure.co.uk>). This policy complements our Terms and Conditions and Privacy Policy, and together these documents form the complete framework governing your relationship with us.

We have designed this policy to be fully compliant with UK consumer protection laws, including the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 and the Consumer Rights Act 2015, while addressing the unique considerations that apply to sexual wellness and intimate products.

Given the personal and intimate nature of our products, we have implemented specific hygiene and safety measures that may affect your cancellation rights in certain circumstances. These measures are designed to protect the health and safety of all our customers while ensuring you retain the maximum consumer protection possible under UK law.

We encourage you to read this policy carefully before making a purchase. If you have any questions about your cancellation rights or need assistance with a cancellation, our customer service team is available to help you through the process with discretion and professionalism.

2. Your Cancellation Rights

Under UK consumer protection law, you have the right to cancel your order within 14 days of receiving your products without giving any reason. This is known as your "cooling-off period" and is a fundamental consumer right designed to protect customers who purchase products without being able to physically examine them first.

2.1 The 14-Day Cooling-Off Period

Your cancellation period begins on the day after you receive your products. For example, if you receive your order on Monday, your 14-day cancellation period starts on Tuesday and ends 14 days later on the following Monday. You must inform us of your decision to cancel within this 14-day period, though you have an additional 14 days to return the products to us.

This right applies to all products sold through our website, subject to the specific hygiene and health exemptions detailed in Section 5 of this policy. The cooling-off period is automatic and does not require any justification or explanation from you - you can simply change your mind about your purchase.

2.2 What Cancellation Means

When you cancel an order, you are withdrawing from the contract of sale. This means:

- You are no longer obligated to keep the products
- We are obligated to refund the full purchase price
- You must return the products to us in their original condition
- We will refund your money within 14 days of receiving the returned products

Cancellation is different from returning faulty products, which is covered under separate consumer rights and does not have the same time limitations or conditions.

2.3 Partial Cancellations

If your order contains multiple items, you can cancel individual products rather than your entire order. This allows you to keep products you are satisfied with while returning only those you wish to cancel. Each product has its own 14-day cancellation period starting from when you received that specific item.

2.4 Pre-Order Cancellations

For products that are pre-ordered or back-ordered, you can cancel your order at any time before the products are dispatched. Once products are dispatched, the standard cancellation rights apply from the date of delivery.

3. How to Cancel Your Order

We have made the cancellation process as simple and straightforward as possible while ensuring we can process your request efficiently and securely.

3.1 Notification Methods

To cancel your order, you must inform us of your decision using one of the following methods:

Email: Send a clear cancellation notice to support@endlesspleasure.co.uk with your order number and the products you wish to cancel.

Online Account: Log into your customer account and use the cancellation feature in your order history.

Telephone: Call our customer service team during business hours (Monday to Friday, 9 AM to 5 PM GMT) to request cancellation.

Post: Send a written cancellation notice to our registered office address: Endless Pleasure Limited, C/O Shaw & Co, 3 Colegate, Norwich, Norfolk, England, NR3 1BN.

3.2 Model Cancellation Form

While you can cancel in your own words, you may use the following model cancellation form if you prefer:

CANCELLATION FORM

To: Endless Pleasure Limited

Email: support@endlesspleasure.co.uk

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

- **Order Number:** [Insert order number]
- **Product(s) to Cancel:** [List specific products or state "entire order"]
- **Date of Order:** [Insert date]
- **Date of Receipt:** [Insert date]
- **Customer Name:** [Insert your full name]
- **Customer Address:** [Insert your address]
- **Customer Signature:** [If sending by post]
- **Date of Cancellation Notice:** [Insert today's date]

3.3 Information Required

When cancelling your order, please provide the following information to help us process your request quickly:

- Your full name and contact details
- Your order number
- The specific products you wish to cancel (or indicate if cancelling the entire order)
- The reason for cancellation (optional but helpful for improving our service)
- Your preferred refund method (if different from original payment method)

3.4 Confirmation of Cancellation

Once we receive your cancellation notice, we will send you a confirmation email within 24 hours acknowledging your cancellation and providing instructions for returning the products. This confirmation will include:

- Confirmation of which products are being cancelled
- Return instructions and address
- Expected refund timeframe
- Return authorization number (if applicable)

4. Cancellation Timeframes

Understanding the various timeframes involved in the cancellation process is important for ensuring your rights are protected and your refund is processed smoothly.

4.1 The 14-Day Notice Period

You have 14 days from the day after receiving your products to notify us of your intention to cancel. This deadline is strict and is set by UK consumer protection law. The notice period is calculated as follows:

- **Single Item Orders:** 14 days from the day after you receive the item
- **Multiple Item Orders:** 14 days from the day after you receive the last item in your order
- **Subscription Orders:** 14 days from the day after you receive the first delivery

If the 14th day falls on a weekend or public holiday, the deadline extends to the next working day.

4.2 The 14-Day Return Period

After notifying us of your cancellation, you have an additional 14 days to return the products to us. This means you have up to 28 days total from receiving your products to complete the entire cancellation process.

The return period begins from the day you send us your cancellation notice, not from when we receive it. You must dispatch the products within 14 days of sending your cancellation notice.

4.3 Refund Processing Time

Once we receive your returned products and confirm they meet our return requirements, we will process your refund within 14 days. This 14-day period is separate from the cancellation and return periods and represents our maximum processing time.

In practice, most refunds are processed within 3-5 working days of receiving returned products. The time for the refund to appear in your account depends on your payment provider and may take additional time.

4.4 Timeline Summary

Here is a complete timeline of the cancellation process:

- **Day 0:** You receive your products
- **Days 1-14:** Cancellation notice period (you must notify us)
- **Days 1-28:** Return period (you must return products)
- **Days 29-42:** Refund processing period (we process your refund)

5. Hygiene and Health Exemptions

Due to the intimate and personal nature of many sexual wellness products, certain items are exempt from the standard cancellation rights for health and hygiene reasons. These exemptions are legally permitted under UK consumer protection law and are essential for maintaining the safety and hygiene standards our customers expect.

5.1 Legal Basis for Exemptions

Under Regulation 28 of the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, the right of withdrawal does not apply to "goods which are not suitable for return due to health protection or hygiene reasons and were unsealed after delivery."

This exemption recognizes that certain products, once opened or used, cannot be safely resold to other customers without compromising hygiene and health standards.

5.2 Products Subject to Hygiene Exemptions

The following categories of products are exempt from cancellation rights once their original sealed packaging has been opened or removed:

Intimate Personal Products: Any product designed for intimate personal use, including but not limited to vibrators, intimate massagers, personal lubricants, and intimate care products.

Hygiene-Sensitive Items: Products that come into contact with intimate areas of the body or bodily fluids, including intimate cleansing products, personal hygiene items, and intimate health products.

Opened Consumables: Any consumable products such as lubricants, oils, or intimate care products that have been opened, used, or tested.

Custom or Personalized Items: Products that have been customized or personalized to your specifications cannot be returned for hygiene and practical reasons.

5.3 Sealed Product Protection

Products remain eligible for cancellation and return provided they remain in their original, unopened, sealed packaging.

We use tamper-evident sealing on all intimate products to clearly indicate whether a product has been opened.

If you receive a product and decide to cancel before opening it, you retain full cancellation rights provided the product remains sealed and in its original packaging.

5.4 Clear Disclosure

We clearly indicate on our website which products are subject to hygiene exemptions. This information is displayed:

- On individual product pages
- In the product description
- At the checkout process
- In your order confirmation email

By completing your purchase, you acknowledge that you understand and accept these hygiene exemptions.

5.5 Exceptions to Hygiene Exemptions

Even products subject to hygiene exemptions can be returned in the following circumstances:

Faulty Products: If a product is defective, damaged, or not as described, you can return it regardless of hygiene exemptions under your statutory consumer rights.

Our Error: If we send you the wrong product or there is an error in your order, we will arrange collection and provide a full refund or replacement.

Safety Concerns: If you have legitimate safety concerns about a product, we will work with you to resolve the issue, which may include return and refund.

6. Refund Process

We are committed to processing refunds quickly and efficiently while ensuring all necessary checks are completed to protect both you and our business.

6.1 Refund Methods

Refunds will be processed using the same payment method you used for your original purchase. This is a legal requirement under UK consumer protection law and helps prevent fraud. We cannot process refunds to different payment methods or accounts.

Credit/Debit Cards: Refunds to cards typically appear within 3-5 working days but may take up to 10 working days depending on your card issuer.

PayPal: PayPal refunds are usually processed immediately but may take 1-2 working days to appear in your PayPal account.

Bank Transfers: If you paid by bank transfer, we will refund to the same bank account, which may take 3-5 working days.

6.2 Refund Amount

Your refund will include:

- The full purchase price of the cancelled products
- The original delivery charge (if you are cancelling your entire order)
- Any applicable taxes or fees

Your refund will not include:

- Return shipping costs (unless the return is due to our error)
- Any additional delivery charges you may have paid for expedited shipping
- Payment processing fees charged by third parties

6.3 Partial Refunds

In some circumstances, we may issue a partial refund:

Damaged Returns: If products are returned in a damaged or used condition (where not subject to hygiene exemptions), we may deduct a reasonable amount to reflect the diminished value.

Missing Components: If products are returned without all original components, packaging, or accessories, we may deduct the cost of missing items.

Excessive Use: If products show signs of use beyond what is necessary to establish their nature, characteristics, and functioning, we may reduce the refund accordingly.

6.4 Refund Confirmation

Once your refund has been processed, we will send you a confirmation email containing:

- The refund amount
- The payment method used for the refund
- The expected timeframe for the refund to appear in your account
- A reference number for your records

6.5 Refund Delays

If your refund is delayed beyond our normal processing times, please contact our customer service team. Delays may occur due to:

- Bank processing times
- Payment provider verification procedures
- Public holidays or weekends
- Technical issues with payment systems

We will investigate any delayed refunds and provide you with updates on the status of your refund.

7. Return Requirements

To ensure your cancellation is processed smoothly and your refund is issued promptly, please follow these return requirements carefully.

7.1 Product Condition

Products must be returned in their original condition to qualify for a full refund:

Unopened Products: Products must remain in their original, unopened, sealed packaging with all security seals intact.

Original Packaging: All products must be returned in their original packaging, including any protective wrapping, instruction manuals, accessories, and promotional materials.

Unused Condition: Products must not show signs of use beyond what is necessary to establish their nature, characteristics, and functioning.

Complete Sets: If you purchased a set or bundle, all items in the set must be returned together.

7.2 Return Packaging

When returning products to us:

Secure Packaging: Use appropriate packaging to ensure products are protected during transit. We recommend using the original delivery packaging if available.

Discreet Returns: We understand the private nature of our products. You may use plain packaging for returns if you prefer additional discretion.

Return Address: Send returns to the address provided in your cancellation confirmation email. Do not send returns to our registered office address unless specifically instructed.

Tracking: We strongly recommend using a tracked delivery service for returns to ensure your products reach us safely and you have proof of dispatch.

7.3 Return Documentation

Include the following with your return:

- A copy of your order confirmation or receipt
- Your cancellation confirmation email (if available)
- A note stating which products you are returning and your reason for cancellation
- Your contact details for any follow-up questions

7.4 Return Costs

Customer Responsibility: You are responsible for the cost of returning products unless the return is due to our error (wrong item sent, defective product, etc.).

Return Methods: You may use any reliable postal or courier service. We recommend using a tracked service for valuable items.

Insurance: Consider insuring valuable returns against loss or damage during transit, as we cannot be responsible for items lost in the post.

7.5 Return Inspection

Once we receive your returned products, we will:

- Inspect the products to ensure they meet our return requirements
- Verify the products against your cancellation notice
- Process your refund if everything is in order
- Contact you if there are any issues with your return

This inspection process typically takes 1-2 working days, after which your refund will be processed.

8. Special Circumstances

Certain situations may affect your cancellation rights or require special handling. We are committed to working with you to find fair solutions in all circumstances.

8.1 Faulty or Defective Products

If you receive a faulty or defective product, your rights are protected under the Consumer Rights Act 2015, regardless of any hygiene exemptions:

Immediate Reporting: Contact us as soon as you discover a fault or defect, preferably within 30 days of receipt.

No Return Costs: We will arrange collection of faulty products at no cost to you.

Full Refund or Replacement: You can choose between a full refund or replacement product.

Additional Compensation: In some cases, you may be entitled to additional compensation for any inconvenience caused.

8.2 Wrong Items Delivered

If we send you the wrong product:

- Contact us immediately to report the error
- We will arrange collection of the incorrect item at no cost to you
- We will send the correct item or provide a full refund

- You will not be charged for any additional shipping costs

8.3 Damaged in Transit

If your products arrive damaged due to shipping:

- Take photos of the damaged packaging and products
- Contact us within 48 hours of delivery
- We will arrange collection and provide a replacement or refund
- No return costs will be charged to you

8.4 Non-Delivery

If your order does not arrive within the expected timeframe:

- Contact us to investigate the delivery status
- We will work with our delivery partners to locate your order
- If the order cannot be located, we will provide a full refund or send a replacement
- No additional charges will apply

8.5 Subscription Cancellations

For subscription orders or recurring deliveries:

- You can cancel future deliveries at any time
- Cancellation must be made at least 48 hours before the next scheduled delivery
- Products already dispatched are subject to standard cancellation rights
- Refunds for subscription payments will be processed according to the subscription terms

9. Consumer Rights Protection

Your statutory consumer rights are protected under UK law and are not affected by this cancellation policy. These rights exist in addition to the cancellation rights described in this policy.

9.1 Consumer Rights Act 2015

Under the Consumer Rights Act 2015, you have the right to:

Reject Faulty Goods: Return faulty products within 30 days for a full refund.

Repair or Replacement: Request repair or replacement of faulty products after the initial 30-day period.

Price Reduction or Final Right to Reject: If repair or replacement is not possible or fails, you can claim a price reduction or reject the product entirely.

These rights apply regardless of any hygiene exemptions and have different timeframes from the standard cancellation rights.

9.2 Distance Selling Rights

As an online retailer, we must comply with distance selling regulations that give you additional protections:

- Clear information about products before purchase
- Confirmation of order details
- Right to cancel within 14 days
- Protection against unauthorized payments
- Clear delivery and return policies

9.3 Data Protection Rights

Your personal data is protected under UK GDPR and the Data Protection Act 2018. In relation to cancellations:

- We will only use your data for processing your cancellation and refund
- We will not share your cancellation information with third parties unnecessarily
- You can request deletion of your data subject to legal retention requirements
- We will handle all cancellation communications with appropriate confidentiality

9.4 Dispute Resolution

If you are not satisfied with how we handle your cancellation:

Internal Complaints: Contact our customer service team to escalate your complaint to a manager.

Alternative Dispute Resolution: We participate in alternative dispute resolution schemes for consumer complaints.

Legal Action: You retain the right to pursue legal action through the courts if necessary.

Regulatory Complaints: You can complain to relevant regulatory bodies such as Trading Standards or the Competition and Markets Authority.

10. Contact Information

If you need assistance with a cancellation or have questions about this policy, please contact us using the following information:

Customer Service Email: support@endlesspleasure.co.uk

Telephone: [Phone number to be inserted]

Business Hours: Monday to Friday, 9 AM to 5 PM GMT

Postal Address: Endless Pleasure Limited, C/O Shaw & Co, 3 Colegate, Norwich, Norfolk, England, NR3 1BN

10.1 Response Times

We aim to respond to all cancellation requests and inquiries within:

- **Email inquiries:** 24 hours during business days
- **Telephone calls:** Immediate assistance during business hours
- **Postal inquiries:** 3-5 working days

10.2 Emergency Contact

For urgent issues outside business hours, please email support@endlesspleasure.co.uk with "URGENT" in the subject line. We monitor this email for emergency situations and will respond as quickly as possible.

10.3 Accessibility

If you need assistance with cancelling your order due to accessibility requirements, please contact us and we will provide appropriate support to ensure you can exercise your cancellation rights effectively.

Important Notice: This Cancellation Policy is designed to comply with UK consumer protection laws while addressing the unique requirements of sexual wellness products. Your statutory consumer rights are not affected by this policy. If you have any questions about your rights or need assistance with a cancellation, please contact our customer service team.

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