



Policies and Procedures - Dated May 1st 2009

Delivery Policy

All products will usually be dispatched within 72 hours. In cases where this is not possible we will contact you to confirm a timeline for dispatch and offer the customer the option to cancel the sale and receive a full refund. Goods are dispatched by regular post or carrier services. Other shipping services are available upon request.

Delivery time is dependent upon worldwide location. Contact information@evolve9.com for confirmation of estimated date of delivery and tracking number confirmation. Shipping prices quoted on our site are based upon UK delivery. Please contact us before placing orders that require international shipping.

Refund / Return Policy

Products may be returned within 14 days for a refund of the price of the product less a restocking fee of £6. Shipping fees be not be refunded unless goods are defective or the products are not those ordered. Please contact us at information@evolve9.com to confirm arrangements for returns and receive a returns reference number. Returns will not be accepted without this number. Shipping costs for returns are the responsibility of the customer, unless goods have been dispatched in error by evolve9, or arrived damaged. All damages should be notified to information@evolve9.com within 48 hours of delivery. We will then contact you to arrange replacement product and return of damaged goods.

Cancellation Policy

No refunds are offered on registration. Product sales can be cancelled only if good have not been dispatched. Following dispatch the refunds policy applies.

Privacy Policy

All financial transactions are processed by paypal. Evolve9 does not store any financial details including debit or credit card details. Contact Information stored as part of the registration process will be stored for 14 months from the point of registration.

Delivery information for non-registered customers will be kept for 6 months from the point of order. No information, contact or otherwise is shared with any third party.

In registering as a member of evolve9 the member authorises evolve9 to communicate with the member via email. Member's emails will not be disclosed to any third party including other members of the site.

Customer Service Contact Information

You may wish to contact us to check availability of goods, questions regarding shipping, returns or cancellation. For these and all customer service enquiries contact us at information@evolve9.com. Please allow 48 hours for response via email.

Alternative Mail Address:

4 Blackfield Rd, Fawley, Southampton, Hants SO451ED

