

# RETURNS POLICY

Updated: 27th November 2023

**BY USING OUR WEBSITE, YOU AGREE TO THESE TERMS – PLEASE READ THEM CAREFULLY**

## 1. RETURNS/REFUND POLICY

We like to keep things simple here at WATA, so you can return any of our products within 30 days of delivery for a refund.

To be eligible for a refund, **your item(s) must be unused and in the same condition that you received it.**

### **How to return an item for a refund:**

Please only send your items back in their original packaging. If items are sent without their original packaging we won't be able to give you a refund.

Please include a returns note inside the parcel so our returns team know exactly what to do with it.

We recommend sending your parcel via myHermes or UPS as this is a much cheaper option than Royal Mail. You can take your parcel to one of their 4,500+ parcel shops across the UK.

Send your parcel to:  
WATA Returns  
168 Brinkburn Street  
Newcastle  
NE6 2AR

Once your return is received and inspected, we will drop you an email about your refund, which will take 5 working days to land back in your account. The refund will be made to the original payment method used.

**Please note:** We advise customers to take all the necessary precautions to ensure that their parcels are sent via a secure and reputable courier company.

### **Cancelling Orders**

We work quickly to pick and pack your items. Unfortunately, this means your order can't be amended or cancelled once you've placed it. This includes swapping products, changing your delivery address, and changing payment methods. You can always return any unwanted orders to us for a refund.

### **Refused Delivery**

If you reject your order at the door, or don't collect your parcel from a pick up shop, we will refund you once the parcel has reached our fulfilment centre. Our carriers charge us £10 for getting the parcel back to us, so this amount will be deducted from your refund to cover this cost.

## 2. CONTACT INFORMATION

Questions about the Returns Policy should be sent to us at [info@drinkwata.com](mailto:info@drinkwata.com).