

You have the following right of cancellation:

### **Cancellation right**

Cancellation policy: You have the right to cancel this purchase contract within 14 days without giving any reasons. The statutory period for revocation/return is 14 days from the date of receipt.

The day of receipt is intended as the day on which you or a third party designated by you took possession of the goods.

Over and above the statutory cancellation period, Penny Lane Credit Services gives you the opportunity to return the goods up to 14 days after receipt and thus release yourself from the purchase contract.

To exercise your right of cancellation, you must inform us at Penny Lane Credit Services, 18 Church Street , Blyth , Northumberland ,NE24 1bg e-mail: [info@pennylanepawnbrokers.co.uk](mailto:info@pennylanepawnbrokers.co.uk)- of your decision to cancel this contract by means of an unambiguous declaration (for example, a letter by post, or e-mail).

To observe the cancellation period, it is sufficient to send us notification of the exercising of the right of cancellation prior to the expiry of the cancellation period.

Goods finished in accordance with customer specifications or goods which have been clearly tailored to the personal requirements of the customer (eg Keepsake Range, Fiona Jane, Signet Rings, Puzzle Rings, Weddings Rings and Photo Pendants. Engraved items are non-returnable. All engraved items of jewellery are specifically for final sale and have been engraved according to customer specifications. Penny Lane is NOT liable for errors that are the result of customer instructions or specifications.

### **Effects of cancellation**

If you cancel this contract, we will return all payments received from you, not including any shipping costs , immediately and no later than 14 days from the day on which we receive notification of your cancellation of this contract. For this repayment, we will use the same means of payment as used by you during the original transaction, unless otherwise explicitly agreed with you; under no circumstances will you be charged fees for this repayment. We can refuse repayment until we have received the goods or until you have provided evidence that you have returned the goods, depending on which event is earlier.

You must send back the goods or hand them over to us without undue delay and no later than 14 days from the day on which you notified us of the cancellation of this contract. The deadline is met if you return the goods prior to the end of the 14-day deadline. The direct costs for returning the goods are borne by you. You must only pay for any potential loss in value of the goods if this loss in value is the result of unnecessary handling of the goods caused by checking the composition, properties and function of the goods.

**- End of the cancellation instructions -**