

# Dyson Terms & Conditions

## Returns Policy

- If you have made an in-store purchase, we cannot accept any returns unless the product is found to be damaged or faulty and returned within 14 days of purchase.
- If you have purchased online (via WhatsApp, Messenger or email), the product is unopened and is returned within 14 days, we will offer a full refund or exchange/ an in-store credit for the full amount.
- If have purchased your product online (via WhatsApp, Messenger or email), but have opened the product but not used it and returned it within 14 days of purchase, we will offer a Buyback minus 20% fee.
- If your product is faulty through no fault of the user and is returned a within the warranty period we will repair under the Dyson warranty terms and conditions as the local Dyson agents.
- If your product is damaged by improper use (see Dyson Guarantee, What's not covered), we will repair it out of warranty.

Repair out of warranty charges are as follows:

- 1.) Any repair not including motor replacement £80, inclusive of labour.
- 2.) Any repair including motor replacement £100, inclusive of labour.

The guarantee provides benefits which are additional to and do not affect your statutory rights as a consumer.

<https://www.dyson.co.uk/inside-dyson/terms/the-dyson-guarantee>