



Returns Policy

You have the right to cancel your order within 7 working days from the day after the goods are received.

Please ensure that you enclose your order number, name, address and contact telephone number with your goods and the reason for the return. If there is a returns form sent with your goods, please use this in order to speed up the returns process, if not then you must contact Lean Games (using the details below) to discuss, before returning goods. Goods must be returned in the original condition in which they were received i.e. as new.

We expect you to return the item at your own cost, but notwithstanding this should you exercise your right to cancel as per the above paragraph, we will ensure we make a refund to you within 30 days of the date of cancellation. If we have not received the item, we reserve the right to deduct the cost of collecting the item before making a refund.

You must notify us beforehand of your intention to return an item or items by telephone on 01984 678040 or via email at info@leangames.co.uk, and the reason for the return.

You will be responsible for the item or items until they reach us. For your own protection we advise you to use a secure delivery service which requires a signature upon delivery. Where you are withdrawing from your purchase within the seven working days cooling-off period; unwanted goods will be refunded less postage charges paid provided they are returned unused and in the same condition as received. Any part use of a product will incur a deduction from the final refund amount. Refunds will be made to the original payment card within 30 days of receipt.

We have taken great care to illustrate our products as clearly as possible. However, due to manufacturer changes to products, pictures shown may vary slightly from the actual product.

YOUR STATUTORY RIGHTS ARE NOT AFFECTED

Delivery Schedule

We aim to despatch orders within 7 working days of receipt of an order.

SHORTAGES / DAMAGES any damages or shortages must be reported WITHIN 48 HOURS OF DELIVERY, no claims will be entertained after this time

IMPORTANT - All deliveries need to be signed for. If there is no-one available to sign, then a card will be left by the courier, a second attempt will be made on the next working day. If there is still no-one available the consignment will be held at the courier's depot for 3 days. If you do not contact the courier to arrange collection the consignment will be returned to us and you will be liable for the additional delivery charges and also for the cost of re-shipping the item(s).

Any import taxes and duties are the responsibility of the customer.