

RETURNS & REFUNDS POLICY

Last Updated: 2 June 2026

Returns & Refunds

At Stinglers, we want you to be satisfied with your purchase. If you wish to return an item, please read the following policy carefully.

Return Request Procedure

Before returning any item, you must first contact us by email at:

thestinglers@gmail.com

Your email must include:

- Your order number
- Date of purchase
- Reason for the return

No refund will be processed unless this procedure has been followed and a return request has been submitted by email.

Return Period

Items must be returned within **28 days of receipt**.

Returns received outside of this period may not be accepted.

Return Address

All approved returns should be sent to:

Stinglers
17 Little Clacton Road
Clacton-on-Sea
Essex
CO16 8EB
United Kingdom

Return Shipping Costs

The cost of returning an item is the responsibility of the customer.

We recommend using a tracked postal service, as Stinglers cannot be held responsible for items lost or damaged during return transit.

Condition of Returned Items

Returned items must be:

- Returned within the 28-day return period
- In their original condition where reasonably possible
- Complete with any original packaging where applicable

We reserve the right to refuse a refund if returned items are damaged due to misuse or are returned in an unsaleable condition.

Refunds

Once the returned item has been received and inspected, any approved refund will be processed within **10 working days**.

Refunds will be issued using the original payment method used for the purchase.

You will receive confirmation once your refund has been processed.

Faulty or Incorrect Items

If you believe an item is faulty, damaged, or incorrect, please contact us immediately at **thestinglers@gmail.com** with details of the issue and, where possible, photographs of the item.

We will review the issue and advise on the next steps.

Contact Us

If you have any questions regarding this Returns & Refunds Policy, please contact:

Email: thestinglers@gmail.com

Postal Address:

Stinglers
17 Little Clacton Road
Clacton-on-Sea
Essex
CO16 8EB
United Kingdom

Website: www.stinglers.co.uk