

## FAQs

Important information when paying by Credit / Debit cards. Due to new card regulations your card issuer may now require you to register a password before you can purchase online. This process is initiated by your bank and you may only be able to purchase online only after you have completed the process. None of your details are passed to us during the process. Please be assured that this process is to protect your card from fraudulent transactions. This process is soon to become mandatory when purchasing goods online. Click [here](#) to read more about Verified by Visa Click [here](#) to read more about MasterCard Secure Cookies - (IMPORTANT) Our site uses cookies during the Registration, Login and Shopping Cart process. In order to register and purchase from the site you need to make sure that cookies are enabled in your browser. The information contained in the cookies is only used for the Registration, Login and Shopping Cart process. To find out how to check if cookies are enabled for our site please [click here](#).

**Payment** What payment methods do you accept?

Currently you have three methods of payment. Secure Credit / Debit Card Gateway, PayPal or cheque. You will be asked which payment method you would like to use during the checkout process. All credit / debit card transactions are handled by the secure payment gateway provider. We do not have any of your card details passed to ourselves.

You may wish to pay by cheque. If so please select this option during the checkout process. Please print a copy of your order and enclose it with your cheque or write the order number on the reverse of the cheque. Please make cheques payable to Pendulum Limited. Note: Goods will be despatched on clearance of your payment.

**Returns & Refunds** Pendulum Limited has a no quibble returns policy as long as the following conditions are met;

- The goods must be unused. (excluding 30 day money back offers)
- The goods must be in their original condition & packaging.
- The goods must be received back within 14 days or 30 days for money back offers from the day you received your order.

You can cancel an order within 7 days for a full refund. If your order has already been despatched when we receive your cancellation, we will deduct the cost of shipping from your refund.

You may exchange, at your expense, incorrect sized products within 14 days for the correct size.

If items are not faulty you must return the goods at your own expense. Please enclose a note explaining the reason for the return and your contact details. We would suggest sending the goods via recorded delivery as we cannot accept responsibility for goods which are not signed for.

**Faulty Items** If the items are found to be faulty, please return them within 30 days of delivery, with a description of the fault. Please return them in the original packaging with all accessories. A replacement will be issued on receipt of your faulty goods.

### Refunds

The European Consumer Protection (Distance Selling) Regulations 2000 require us to advise you that your money will be returned within 30 days of cancellation. In practise, it will be much quicker. We try to refund you within seven days of receipt of faulty goods or cancelled orders.

Address to return the items;

Pendulum Limited  
167 Jamage Road,  
Talke Pits,  
Stoke on Trent.

Staffordshire.  
ST7 1QL

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