

Delivery, Returns and Refunds

LMG Nexus Version 1.2 (draft) Last updated: 29 October 2026

Draft for review. The shop is in a testing phase and is not trading. This page sets out how delivery, returns and refunds will work once it is. Items highlighted in yellow are still to be decided or checked with a professional before any real sale.

1 About this page

These terms apply to purchases from the LMG Nexus merchandise shop and sit alongside our [Terms of Use](#) and [Privacy Policy](#). They are intended to be consistent with the Consumer Rights Act 2015 and the Consumer Contracts Regulations 2013 [professional review needed] .

2 Who is selling

Goods are sold by **LMG Nexus**: LMG Nexus Ltd, [PLACEHOLDER ADDRESS: 1 Example Street, Sampletown, SA1 1AA, United Kingdom. Company number and registered office to be inserted before publishing]

Contact: info@lmgnexus.co.uk.

3 Ordering and prices

Prices are shown in pounds sterling. The price you see at checkout, including any delivery charge, is the price you pay.

VAT. LMG Nexus Ltd is not currently registered for VAT, so no VAT is added to our prices and we do not issue VAT invoices. The price shown is the total price you pay. If we register for VAT in future, the prices shown to you will include VAT, and the total price including VAT and any delivery charge will always be shown to you before you place your order. [VAT status to be confirmed with an accountant and this wording updated if we register] We may correct an obvious pricing error before accepting your order.

An order is accepted when we send you an order confirmation. [payment provider and when payment is taken]

4 Customised products

Some products let you choose a colour and logo style. Please check your choices before you order. Because customised items are made to your selection, the right to cancel may not apply to them (see below). They are still covered by your rights if they are faulty or not as described.

5 Delivery

We currently deliver to **addresses in the United Kingdom only**.

- Delivery charge: a flat rate of £3.95 for UK delivery, free on orders of £50 or more.
[example prices for the test phase; confirm before trading]
- Estimated time: [production plus delivery time]
- Tracking: [whether tracking is provided]

Delivery times are estimates. If an order is delayed we will tell you. Items may be produced and sent by our supplier [supplier name and locations] .

6 Your right to cancel

If you buy from us online, you normally have the right to cancel within **14 days** of receiving your goods, without giving a reason. The right does **not** apply to goods made to your specification or clearly personalised [confirm which products count as personalised] .

To cancel, tell us clearly (for example by email) within the 14 days. You then have a further 14 days to return the goods. Unless the goods are faulty, you may have to pay the cost of returning them [confirm return cost policy] . Goods must be returned in the condition you received them.

7 Faulty or wrongly described goods

Your legal rights are not affected by anything on this page. If goods are faulty, damaged, or not as described, you can generally reject them for a full refund within 30 days of delivery, and after that you may be entitled to a repair or replacement, or a partial refund. Please email us with your order number and, if possible, photos of the problem. Returns address: [returns address]

8 Refunds

We will refund you using the same method you paid with, without undue delay and within 14 days of agreeing that you are entitled to a refund (or of receiving the returned goods, if later). Refunds for cancelled orders include the standard delivery charge you paid.

9 Complaints

If something goes wrong, please email info@lmgnexus.co.uk with your order number and we will try to put it right promptly.