

Returns Policy

Under English law, items purchased from the Online Shop may be returned within 7 working days of receipt. Provided such items are received by IFE in a resalable condition, a refund will be issued. The shipping cost and cost of returning the item will not be refunded.

If an incorrect item is sent by IFE, it will be replaced only if it is returned to IFE within 7 working days of receipt.

Refunds cannot be made for any sealed items that have been opened, unless the item is faulty or incorrect.

No refund can be made on journals or periodicals.

If you wish to claim a refund you must do so in writing, by fax, letter or e-mail, and the item must be returned to IFE, within 7 working days of receipt.

Terms and Conditions of Purchase

Where applicable, VAT is charged at the standard UK rate.