



Store Policies

Last Updated: 11 February 2026

Returns

Your 14-Day Right to Return

UK law gives you 14 days to change your mind about online purchases. You can cancel your order within 14 days of delivery, and then you have another 14 days to return the items to us.

Items must be unused and in original condition. You pay return postage unless the item is faulty. We'll refund the product price (less original delivery costs) within 14 days of receiving your return.

What Can't Be Returned

USB Products: Can't be returned unless faulty (they contain digital files)

Sealed CDs: Can't be returned once you've opened them

Faulty or Damaged Items

Email store@k90.co.uk within 14 days with:

- Your order number
- What's wrong
- Photos, if possible

We'll arrange a replacement or refund, at our discretion.

International Orders

If you refuse to pay customs charges and the parcel comes back to us, we'll refund the product price less:

- Original postage costs
- Any return postage costs
- Any customs charges we had to pay

If the parcel is destroyed or abandoned because of unpaid charges or wrong documentation, we can't refund you unless you can prove it was returned to us.



Wrong Address Issues

Make sure your delivery address is correct. If the parcel comes back because of a wrong address, we'll refund the product price less postage costs, or we can re-ship if you pay for postage again.

Privacy

What Information We Collect

- Your name, email, phone, and address
- Payment details (handled securely by Stripe - we don't store your card information)
- Order history and emails with us

How We Use It

We use your information to:

- Process your orders
- Contact you about orders
- Contact you with offers we think you might appreciate
- Improve our service
- Meet legal requirements

Who We Share With

Only essential services like Stripe (payments) and delivery companies. We never sell your data.

Your Rights

You can request to see, correct, or delete your personal data.

Email store@k90.co.uk with any questions.

Website Disclaimer

We try to keep our website accurate and up to date, but we can't guarantee everything is perfect. The website may occasionally be unavailable due to technical issues.

We're not responsible for other websites we link to - they're not under our control.

Contact Us

K90 Online Store
Unit 163840, PO Box 7169
Poole
BH15 9EL
store@k90.co.uk

None of these policies affect your statutory rights.