

Returns - Discounts - Delivery

DISCOUNTS

Need to order more than 3 locks, save money, get in touch and we can provide a personalised quote.

DELIVERY

All orders come with tracking shipping, goods are sent using next day courier, signature required. Order before 11am for same day despatch. This is generally a next day delivery service under normal circumstances

All orders are dispatched within 24 / 48 hours. We are offering free delivery on all orders within the France territory.

Please be aware of your countries import tariffs, as any import duty payable on your order will be your responsibility.

International shipping starts at €10,00

RETURNS & CANCELLATIONS

Cancellations: You can cancel your order at any time before 3:00pm on weekdays. If we have already dispatched your order by the time you request a cancellation, you can either choose to refuse the delivery when it arrives with you or return to us for a full refund.

30-day-returns –

You automatically have a 14 day cooling off period for online purchases by law, where you can return a product in its original condition for a full refund. We go further, as we will accept all goods returned within 30 days. All goods must be unused and in their original packaging along with a copy receipt, or note with your details and cover return cost if the goods are not faulty. If you find a product is faulty and return it to us, we will offer an exchange or full refund, and reimburse your return delivery costs.

This does not affect your statutory rights as a consumer. All products purchased through Butterfly Services are guaranteed for one year from date of purchase. We aim to buy the finest quality products available, and inspect them before dispatch, but sometimes things go wrong and our policy is to make sure you are happy about the money you have spent with. To contact us regarding a return, please email: contact@smartlocksolutions.net and please include the order number if possible.

RETURNS ADDRESS : Butterfly Services , 18 Rue Vautelin et Mariani, 56460 Serent, France