



## CUSTOMER RETURNS POLICY

Please note that we except returns for faulty or damaged goods and also we will accept goods that are not damaged. The process differs for each, so please read the below policy carefully before attempting to send any goods back to us.

A unique authorised returns number (ARN) is required in order to process any return. This can only be obtained from a member of the Customer Support team. Please do not return any goods without an ARN. Goods returned without a valid ARN will not be credited and may be returned back to you, at your own cost.

Goods with an ARN must be returned within 7 working days of the ARN being issued. After 14 days the returns reference will expire, and goods will no longer be applicable to return for credit.

Goods will be inspected upon receipt and qualifying goods shall receive a credit within 7 working days.

**Faulty goods** - If a product has a manufacturing defect, we will put it through a full testing report, should a defect be confirmed, then you will receive a full refund or replacement goods.

Faulty goods will be collected at our cost, should you incur shipping costs to return the item(s) we will reimburse your account with an additional line on the credit note. In the eventuality that a warranty claim is not upheld we will give you 14 days to advise if the item is to be returned to you, otherwise it shall be destroyed.

### **Non-faulty/damaged goods:**

We will not issue credit against goods bought-in as special items or non-stocked items. Please bear this in mind when ordering outside of our product range.

We will not issue credit for goods that have been misused or that have become damaged as a result of general wear and tear. Any returned goods that are not in resalable condition or in up-to-date packaging cannot be credited.

### **Charges applicable:**

For authorised returns of non-damaged items, handling charges are applicable at 15% of the original invoice value.

### **Contact details for creating returns:**

Lisa Mulla/Andrea Forsdick

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