



## **REFUNDS POLICY 2010**

**Full refunds may only be given on goods returned within 60 days of purchase, that are fit for re-sale, and with the original receipt, that has been signed by the salesperson, and yard staff. Refunds will be made via the original method of payment.**

**Goods returned after 60 days will not be accepted.**

**Goods returned without a receipt**, in good condition for resale, may be accepted at a managers discretion, but can only be allocated a credit note at 60% of the retail value, or goods equal in value as an exchange.

**Goods manufactured, cut or altered to customer specifications cannot be accepted for refund under any circumstances.**

Goods to be returned or exchanged that require uplifting by our lorry will incur a delivery charge, unless as a result of poor quality or company mistake.

All goods returned to yard must be checked off by a yardman, and accompanied by a written note signed by the the yardman, prior to any re-numeration being given.

We apologise in advance for any inconvenience caused by these policies and thank you for your understanding in this matter. Compliance with the above is a necessary component to the overall high level of service we wish to provide.

Your statutory rights are not affected

Management