

## Returns Policy for Non Faulty Products

When returning non-faulty goods to us we require that you should have taken reasonable care of the products. Typically goods must therefore be returned in their packaging and should be in a resalable condition.

Please follow the steps below to ensure your return application is dealt with swiftly:

1. Non-Faulty goods will only be accepted for return if you requested to return them in writing within 28 days of the goods being delivered.
2. Ensure that the goods are in resalable condition.
3. Replace the items in their **original** packaging, which should be in a resalable condition.
4. The packaging should be resealed using the minimum quantity **clear** sticky tape necessary to safely secure the box.
5. Contact us **in writing** for a Returns Application Form.
6. Complete the Returns Application Form and return it to us within 7 working days.
7. If you are unsure if the condition of the packaging meets the returns standard. Take some photographs of the repackaged item showing **all 6 sides** of the box. Then return them to us along with the Returns Application Form.
8. We will e-mail back to you the Returns Application Form complete with the Authorisation Number. A copy of this form should then be attached to each box.
9. The goods must be returned to us within 28 days of your original request to return the goods.
10. Make arrangements with your carrier for the return of the goods, the items **should be insured** because if they are not in a resalable condition on arrival to our warehouse we will refuse the goods and you will be liable for additional carriage costs and the products costs.
11. Advise us of the carrier you are using and the date the goods are to arrive to our warehouse.
12. Items must have the Returns Application Form showing the validated Authorisation Number, if this is not in place on arrival to our warehouse the goods will be refused.

We will typically determine that reasonable care of the products has not been taken and are not resalable if:

1. There are significantly torn and/or damaged cartons. You should take reasonable care when opening the cartons to inspect the item.
2. **Writing on the cartons.**
3. Brown/Duck tape.
4. Excessive use of tape.
5. The packaging we have supplied you is missing or significantly damaged (carton, polystyrene or bubble wrap).
6. Damaged goods.

**ANY GOODS RETURNED TO US THAT DO NOT MEET OUR CRITERIA FOR RESALABLE CONDITION WILL BE REFUSED AND RETURNED TO YOU VIA YOUR SELECTED COURIER AT YOUR COST.**

You should allow up to 30 days for the refund to be made.

If you are unable to follow any of the above procedures please contact us so that we can help.

**If an item is returned as faulty and is subsequently found not to be faulty no refund will be made.**