

# Returns policy

## 1. Introduction

- 1.1 We understand that from time to time you may wish to return a product to us.
- 1.2 We have created this policy to enable you to return products to us in appropriate circumstances.
- 1.3 This policy shall apply to all of our customers, irrespective of their geographical location.
- 1.4 This policy shall apply to all orders submitted through our website.
- 1.5 This document does not affect any statutory rights you may have as a consumer (such as rights under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 or the Consumer Rights Act 2015).

## 2. Returns

- 2.1 Any damage sustained during delivery to you, must be reported within 24 hours of receipt from our delivery personnel.

If you have no other legal right to return a product and receive a refund or exchange, then you will nonetheless be entitled to return a product to us and receive a refund in accordance with this policy if:

- (a) we receive the returned product within [30] days following the date of dispatch of the product to you;
- (b) the returned product is unused, in its original unopened packaging with any seal or shrink-wrap intact, with any labels still attached, and otherwise in a condition enabling us to sell the product as new;
- (c) you comply with the procedure set out in this policy in relation to the return of the product; and
- (d) none of the exclusions set out in this policy apply.

## 3. Returns procedure

- 3.1 In order to take advantage of your rights under this policy, you must contact us to obtain a return authorisation number, and then send the product to us with a covering note quoting that number.
- 3.2 Products returned under this policy must be sent by Signed for delivery to **our workshop address** as shown on our website
- 3.3 You will be responsible for paying postage costs associated with returns under this policy

#### **4. Exclusions**

- 4.1 The following types of product may not be returned under this policy:
- (a) Any purpose made items unless damaged or defective
  - (b) Any product made to your specification unless damaged or defective
  - (c) Any product personalized or adapted for you unless damaged or defective

#### **5. Refunds**

- 5.1 We will give you a refund for the price you paid to us in respect of any product properly returned by you in accordance with this policy, if the product is found damaged or defective.
- 5.2 We will refund to you the original delivery charges relating to the returned product, if the product is found damaged or defective.
- 5.3 We will refund to you your reasonable postage costs incurred returning the product to us, if the product is found damaged or defective.
- 5.4 We will usually refund any money received from you using the same method originally used by you to pay for your purchase.
- 5.5 We will process the refund due to you as soon as possible and, in any event, within 30 days following the day we receive your returned product.

#### **6. Improper returns**

- 6.1 If you return a product in contravention of this policy, and you do not have any other legal right to a refund or exchange in respect of that product:
- (a) we will not refund the purchase price or exchange the product;
  - (b) we may retain the returned product until you pay to us such additional amount as we may charge for re-delivery of the returned product; and
  - (c) if we do not receive payment of such additional amount within 14 days of issuing a request for payment, we may destroy or otherwise dispose of the returned product in our sole discretion without any liability to you.

#### **7. Our details**

- 7.1 This website is owned and operated by *A M Joynes Electrical Designs*.
- 7.2 Our principal place of business is at the address shown on our web site
- 7.3 You can contact us:
- (a) By post, using the postal address on our web site
  - (b) By telephone, on the contact number published on our website
  - (c) By email, using the email address published on our website