



Return of Goods Policy

This policy does not apply to non-stock or custom made Goods.

Thank you for your purchase. We work hard to ensure the quality of our services and products, however, in the unlikely event that products have been damaged prior to delivery or collection, please follow the relevant process below.

What to do if products are found to be damaged on delivery or collection?

Please check all goods upon arrival to prevent unnecessary delays or issues.

Details of all damaged products must be written on the Delivery / Collection Note and the Delivery / Collection Note signed for as 'Damaged on Arrival' in the signature or comments line.

In the unlikely event that products are found to be damaged please contact our Order and Logistics Department on +44 (0) 1451 824 312. Please also send a photo of the damaged product and the packing to info@sunfixings.co.uk.

Please note that all damages must be notified to SUNFIXINGS within 2 working days of the date of delivery or collection.

Please note that all risk in the products passes to the Purchaser at the time of the delivery or collection (as appropriate) and SUNFIXINGS is not responsible for any damage or loss occurring thereafter.

What to do if products are found to be damaged inside the packaging?

Please check all goods upon arrival to prevent unnecessary delays or issues.

In the unlikely event that products are found to be damaged inside the packaging please contact our Order and Logistics Department on +44 (0) 1451 824 312. Please also send a photo of the damaged product and the packing to info@sunfixings.co.uk.

Please note that all damages must be notified to SUNFIXINGS within 2 working days of the date of delivery or collection.

Please note that all risk in the products passes to the Purchaser at the time of the delivery or collection (as appropriate) and SUNFIXINGS is not responsible for any damage or loss occurring thereafter.

What happens next?

SUNFIXINGS will investigate all claims. Claims will only be accepted when it is reasonably proven that the product was damaged during delivery or prior to collection (as appropriate). SUNFIXINGS may need to inspect the damage products (or arrange for an expert to do so) and the Purchaser will ensure that SUNFIXINGS has good access to the damaged products in order to conduct such an inspection.

SUNFIXINGS will notify the Purchaser whether it accepts the claim within 14 days of notification of the claim. If the claim is accepted SUNFIXINGS will, at its option, either replace the damaged product or credit the Purchaser's account with a value equal to the price paid by the Purchaser for the damaged product.

Once a claim has been accepted, SUNFIXINGS will arrange for the collection of the damaged product(s) and will then either dispatch replacement product(s) or credit the Purchaser's account as soon as possible. Should you require express delivery, charges may apply.

All returns must be accompanied by a completed SUNFIXINGS Return of Goods Form, failure to do so may prevent the process from completing. Please note that packaging is not warrantied.

Please see page 3 for details on how and where to return goods.

What to do if your product is unwanted?

If a product is unwanted then the product may be returned so long as it has not been used, is undamaged and is in its original packaging. Please note that partial boxes / packages may not be returned.

Please note that unwanted returns must be made within 14 days of delivery or collection. No returns will be accepted after the expiry of this period.

All returns must be accompanied by a completed SUNFIXINGS Return of Goods Form. Failure to do so may delay or prevent this process from completing.

Once the returned product(s) have been received, along with the necessary documentation, credit will be raised to the Purchaser's account within 28 working days for 75% of the purchase value (including VAT) of the returned product(s). Unfortunately, we cannot credit transport costs.

Please note bespoke items are non-returnable or refundable.

This Goods Return Policy is subject to SUNFIXINGS Limited Terms and Conditions of Sale, available at www.sunfixings.co.uk. Please see page 3 for details on how and where to return goods.

How to return product(s).

Please note for health & safety and insurance reasons we cannot accept returns to our warehouse directly from client's vehicles.

Please send all returns in appropriate packaging, along with the completed SUNFIXINGS Return of Goods Form securely fixed on or inside the package.

Please send all returns by courier to:

RETURNS
C/O SUNFIXINGS LIMITED
R3 Bourton Industrial Park
Bourton on the Water
Cheltenham
Gloucestershire
GL54 2HQ

Upon arrival at SUNFIXINGS the returned product(s) and accompanying paperwork will be checked and SUNFIXINGS will confirm receipt via e-mail.