



E: sales@wrpmouldings.co.uk

Returns

Goods must be returned within 14 days from the date you received them. To be eligible for a return, your item(s) must be unused and in the same condition that you received. Your item(s) must be in the original packaging or re-packed to the same standard. We will then organise collection for which there will be a cost.

Non-Returnable Items

Non-returnable goods are those that are not in stock and have been machined to order or are bespoke items we have made for you. Other items that are non-returnable are those that have been painted, primed or treated in any way, as we cannot sell these on.

Returns Process

Once you have returned your item, with the Returns form included in the pack and it is received back to us, we will inspect the item(s). If the item(s) have been returned in the same condition we sent out and with no damage we will inform you within 3 days upon receipt to make a refund. We will initiate a refund to your Credit/Debit card (or original method of payment) and you will receive the credit within a certain amount of days, depending on your card issuers' policies. Delivery costs are non refundable. If you receive a refund, the cost of delivery will be deducted from your refund. There is a standard collection charge for returns which is same as original delivery, also a handling and restocking charge of £25 +vat per pack for orders, for large orders (over £1,000) you will be charged 20% on all goods returned to us for restocking.

Faulty Goods

We do our best to ensure we only send you the best quality product(s) unfortunately faults do occur from time to time. We will endeavor to resolve these problems as quickly and efficiently as we can. If you receive a damaged item upon delivery, we ask that you send us photographs of full length and a description of the fault. We will then look to get them collected from you. Once they have been received back here, we will inspect the goods and within 3 days notify you to let you know what corrective action we will take. If you opt for a refund, you will not be deducted the delivery charge.

If you receive an incorrect item from what you ordered, again, we will need you to send photographs of the incorrect item(s) to us. We will then look to get the incorrect item(s) collected from you. If you require other item(s) quickly, we can take payment for them to you the quickest dispatch of these goods. Once we have received the incorrect item(s) back here, we will inspect them and within 3 days notify you to give you a full refund of the items you paid for to ensure quick dispatch. Again in this case you will not have the delivery costs deducted from the amount.

RETURN ADDRESS: BURY WATER BARN, BURY WATER LANE, NEWPORT, ESSEX, CB11 3TZ