



RETURNS POLICY

Allvalves Online (“the Company”) returns policy is as follows:-

- **Items cannot be returned to us without prior consent.** Please contact our warehouse team on +44 (0)1386 552369 or by email accounts@allvalves.co.uk. Items returned that do not comply with the Company’s returns policy will not be accepted back and no credit will be issued. We cannot accept returns without being provided with the completed returns form which will have been emailed to you for online completion and submission.
- We would need an Official Purchase Order for replacement items that have been returned for inspection and testing due to potential fault. Should the item(s) be deemed faulty the original purchase order/invoice will be credited.
- Items returned for inspection/testing should be returned within 7 days of notifying the Company of the return and only if the item(s) fall within the warranty period of 12 months from the date of invoice.
- Returned items, where applicable, will be inspected by us and a report will be issued which sets out our conclusion (return to client, rework, return or scrap).
- Items incorrectly ordered or ‘surplus to requirements’ can only be returned within three working days from the date of shipping.
- We reserve the right to a 50% restocking charge on all returns, except in the event of an error on our part. Items orders by us for special orders cannot be returned except under exceptional circumstances and in these cases, only with and subject to full agreement with the Company’s supplier(s).
- Credits will only be issued provided that the returned items are in a new, un-used and resaleable condition. The decision as to the suitability for resale lies entirely with the Company and the Company’s decision will be final. Should returned items be deemed unsaleable, no credit will be issued and they will be returned to the Customer and the carriage and packaging invoiced. The Customer will be offered the opportunity to collect. Goods to be collected must be collected within 6 weeks or they will be scrapped without further reference to the Customer.
- We do not accept Debit Notes. The decision on whether a credit is due for returned items is entirely at the discretion of the Company.