



Polystrop Ltd

Hereby referred to as 'The Company'

Return Terms and Conditions

It is the Company's policy to accept for consideration of return, where practical and reasonably possible.

If products have been purchased, manufactured and custom made from our standard catalogue and price list detail, there is not a refund or credit note returns policy. However, The Company will always seek to work alongside the clients to effect a helpful solution. If items have been marked, personalised or damaged in any way then the policy does not apply.

Any agreed return would be subject to a fee alongside and in addition to any carriage incurred for the original delivery of the goods before an agreement for the goods to be returned to The Company UK Head office is approved. There is a minimum return value charge of £25 Pounds Sterling.

The goods must be returned in intact packaging, unused and fully re-saleable with a Company letter confirming the items have not been subject to any use since receipt to ensure PPE and all product liabilities are still intact.

Products that may be outside any date of expiration from manufacture will not be considered for return.

A customer must obtain a return goods written authorisation from The Company before any items are considered for return.

Any factored items that are requested as third party supply would be subject to return with agreement of the manufacturer and costs passed to the customer with written authorisation agreed with The Company.