

Requests for collection must be made in writing or faxed containing the following information:

1. Reason for collection
2. Date of supply
3. Invoice/delivery note number
4. Contact details

### **Damaged/Scratched Items**

We recommend that all goods are thoroughly inspected before they are signed for. We cannot accept any responsibility for damaged or scratched goods once they have been signed for.

### **Goods No Longer Required**

Goods no longer required must be in perfect resaleable condition in their original, unopened packaging.

A restocking charge of 20% will apply.

No goods will be accepted for return after 6 weeks from delivery date.

A collection charge will apply. This will be confirmed when collection has been authorised.

### **Defective and Fitted Products**

Any product fitted which is found to be defective will not be collected under any circumstances. We will assist in liaising with the manufacturer's service agents to help rectify your issues.

### **Special Orders**

Special orders must be in writing and duly signed. There is no guarantee of delivery times for manufacture of such items. A strict no returns policy applies to all special orders.

### **Delivery date**

Every effort will be made to complete delivery in accordance with your requirements. However, delivery times quoted are estimates and Faucets will not accept any liability for failure to deliver within such times. In addition, Faucets cannot be held responsible for delays caused by manufacturers, by their suppliers or carriers.

### **Goods Supplied**

All goods supplied shall remain the property of Faucets until full payment has been made. However, any risk shall pass to the purchaser once delivery has been accepted. We reserve the right to recover goods from the purchaser's premises should the purchaser become insolvent or fail to pay overdue invoices.

