

## **Returns policy**

### **Good Stock Returns within 7 Days**

If you wish to return unused goods, we are pleased to offer a 5 day returns policy. Please follow these easy steps to ensure rapid processing and credit of your returned goods.

Visit [www.wrpm-uk.co.uk](http://www.wrpm-uk.co.uk) to download our returns form. Simply complete the form electronically and email it back to us or print it out and fax it back to us.

We will make arrangements to collect the products at the earliest convenience providing they

are returned within 5 days from date of receipt, are in an unused condition and in their original packaging.

We aim to issue a full credit of the price of the item/s within seven working days of receipt of the returned goods.

### **Goods Stock Returns outside of 5 days**

Requests for goods to be returned will be discussed on an individual basis. If agreed, there will be a re-stocking fee of at least £25.00 or 30% of the order value whichever is greater.

Please note that items which have been opened are NOT considered unused, therefore these are non-returnable.

All goods will be inspected and we reserve the right to refuse credit for any item where we consider the packaging unsuitable for re-sale.

This does not affect your statutory rights.

### **Parts Missing**

In the unlikely event that you unpack a product and subsequently discover that components are missing, please contact the manufacturer directly to arrange replacements as we do not hold stocks of spare components. Manufacturer contact details are available on request

### **Damaged Goods Reported within 2 Days**

Every effort should be made to inspect goods upon arrival. If goods are visibly damaged it is important to refuse the delivery.

If you are unable to inspect goods upon delivery please ensure they are inspected within 2 days and any damages are reported to us by completing the Returns Application Form and sending it to us via fax or email.

Verbal notification alone will no longer be accepted, but if you require a Returns Application Form please contact us.

If we receive no notification by fax or email within 2 days of delivery, you shall be deemed to have accepted the goods and returns will be refused.

### **Delivery Error**

We will gladly arrange for collection of goods received in error if we are notified within 4 days of delivery. All goods must be in a re-saleable condition.

All goods will be inspected and we reserve the right to refuse credit for any item where we consider the packaging unsuitable for re-sale.

### **Faulty Goods**

If you discover that the product you have purchased is faulty please contact the manufacturer to obtain an uplift authorisation reference. Once this has been obtained please complete the Returns Application Form, clearly noting the manufacturer's reference in the given section. Verbal notification alone will no longer be accepted, but if you require a Returns Application Form please contact us.

### **Boiler Returns**

We do not accept boiler returns.

Email: [enquiries@wrpm-uk.co.uk](mailto:enquiries@wrpm-uk.co.uk)

Return Carriage Charge

Collection charge will be applied