

[Issue 1]

Returns Policy

PLEASE DO NOT RETURN GOODS WITHOUT CONTACTING US FIRST TO OBTAIN A RETURNS LOG NUMBER, RETURNS LABEL AND SUPPORTING DOCUMENTATION.

The best way to get in touch is via our website **Customer Care Page**, or you can email customerservices@silvalea.com or call **+44 (0)330 024 1045**.

Returns Procedure

NON-RETURNABLE PRODUCTS – CANNOT be returned or cancelled once you have received your Sales Order confirmation UNLESS due to damage or a fault in manufacture which can be addressed through our Warranty Policy on our 'Downloads' web page.

Non-returnable products definition is where it has been specifically adapted for you with add-on extras/attached accessories or alterations requested at time of order making the item bespoke or a custom-made product including tailored or special non-stock orders not in our standard stock range and therefore manufactured to order for you.

STANDARD STOCK PRODUCTS – requests regarding products that do not come under the NON-RETURNABLE category will be subject to a **20% restocking fee** once order has been confirmed by Silvalea if cancelled before despatched or returned once delivered.

Standard Stock Products can only be returned for refund if we are notified within 14 days of purchase and on the basis that the goods are in the condition that they were despatched by Silvalea. They must not be defaced and should be unused in the original packaging, delivery label supplied adhered to the outside of the parcel and return documents issued by Silvalea inside. The parcel should be securely wrapped for transit to arrive within 28 days of purchase, **postage will be at the expense of the customer**.

CUSTOMER AMENDMENTS TO PROCESSED AND CONFIRMED PURCHASE ORDERS – Will be subject to a **£20 administration fee** per update to our system for requests to alter order details including an addition to the order, change of quantity, size, style, or delivery address.

PLEASE NOTE: This Returns Policy refers to products which have been newly purchased and are unused.

DAMAGED OR FAULTY GOODS – should be reported within 28 days under our Warranty Policy.

If you have a product which has been used and you have encountered a problem and wish to make a WARRANTY CLAIM, please refer to our Warranty Policy on our 'Downloads' web page for more details.

IMPORTANT: PLEASE REFER TO OUR TERMS AND CONDITIONS OF SALE on our 'Downloads' web page REGARDING **MHRA REGULATIONS** FOR RETURNING USED GOODS.