

# Returns policy

1. The Buyer may cancel orders at any time **before** they are dispatched by either:
    - (a) Emailing [dawn@bpdlimited.com](mailto:dawn@bpdlimited.com); or
    - (b) Telephoning 028 9334 4488
  2. Before returning any goods to the Company the Buyer must contact the company either by:
    - (a) Email on [dawn@bpdlimited.com](mailto:dawn@bpdlimited.com) ; or
    - (b) Telephoning 028 9334 4488 to arrange return. Details must be given of original delivery which is found on the delivery note accompanying the goods. The Buyer is required to issue a returns note. Reason for return will be required.
  3. The Buyer may return goods within 14 days from the date of delivery / collection provided that the following conditions are satisfied:
    - (a) Goods will only be accepted if they are in brand new, unused condition fit for immediate re-sale;
    - (b) Packaged items will only be accepted if the package remains unbroken and in reasonable condition and
    - (c) The buyer supplies the Advice Note or other proof of purchase
  4. Applicable to all returns with exception of faulty items
    - (a) Faulty items will only be refunded if it is a manufacturers fault
    - (b) Refunds will not be given if fault is caused by incorrect installation
    - (c) The Company reserves a right to impose a restocking charge of 25% if goods are returned after 14 days
    - (d) The risk and cost of returning the goods shall be at the Buyer's cost.
  5. The Company will examine the returned goods and will process any refund to the Buyer within 30 days. Unless otherwise notified by the Company, the price of the goods will be refunded less any applicable restocking charge.
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