



*Innovation in Vacuum and  
Conveying Technology*

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## Returns Policy

We're committed to selling high-quality products, however we also know that there are times when you need to exchange or return an item bought from us.

No quibble 30 day returns policy. Arrange your return online, or by phone – please either email us or call us quoting your name, delivery address and order number.

## How do I return a product?

For UK returns please ensure you have your proof of purchase, the contact our Sales Office team on 023 9260 3700 to request a returns reference. Our team member will explain the options available for returning an item, depending on the size and weight.

## Changed your mind?

If it is less than thirty days since your purchase then you can return it to us **providing it is unused** and in the original packaging with all of the component parts. This is particularly important for vacuum cleaners, - any machine **that has been used** can only be returned if it is faulty.

Certain items are unfortunately excluded from this offer; anything that has been made to your specification or is clearly personalised.

Carriage charges for unwanted returns will be at your expense.

## Faulty product?

If the goods are faulty or have become faulty within the first thirty days of purchase please contact us to arrange a return and refund or a repair.

If it is over thirty days since purchase but the goods are within their warranty period, normally 1 year from the date of purchase, then please contact us with details of the fault. Our Customer Services team will get back to you and arrange for the goods to come back to us for repair or replacement if a repair will not be possible.

## Product has been damaged in transit?

Should you receive any parcel from us that contains damaged goods this should be notified to our Sales Office, as soon as possible within the first thirty days of purchase. However, to help us improve our service, it would be useful if you could let us know no later than 7 days from receipt.

The Sales Office team will arrange for the collection of the item. If you have used an item damaged in transit, we will consider that you have accepted it and you will only be entitled to a repair and not a replacement.

## Received an incorrect item?

If the contents of your delivery differ from what you were expecting or what appears on your invoice, please notify Sales Office as soon as possible within the first thirty days of purchase.

To help us improve our service it would be helpful if you could let us know within 7 days and, at the same time, please tell us what items you expected to receive and the items you actually received. Our Sales Team will get back to you with advice regarding how to return the item.

## Refunds

If it is less than thirty days since your purchase then you can return it to us for a refund **providing it is unused** and in the original packaging with all of the component parts. Refunds will be made using the same method as the original purchase, unless alternative arrangements have been made with our sales team. Refunds can take several days to appear on your statement. Please contact us if your refund has not appeared after 10 days.