



# DELUXEBASE LTD

## Returns & Refund Policy

Version 1: 30th March 2016

### General

- 1.1 Definitions
- |  |                                |
|--|--------------------------------|
| The term 'company' and 'seller' shall mean:  | DELUXEBASE LTD                 |
| The term 'buyer' and 'purchaser' shall mean: | Any customer of DELUXEBASE LTD |
| 'We, Us, Our' means:                         | DELUXEBASE LTD                 |
- 1.2 All returns and refunds by DELUXEBASE LTD are made in accordance with this policy.

### Returns

- 2.1 Returns are accepted under the following conditions:
- Damaged or Faulty stock.
  - Items received in error.
- 2.2 The company does not operate on a Sale or Return basis. Please see the Terms and Conditions on the company's website [www.deluxebase.com](http://www.deluxebase.com) for further information.
- 2.2 Items returned under 2b must be in its original, unused and unopened condition.
- 2.3 All returned items must be notified to the company's office within **7 days** of receipt.
- 2.4 The company will arrange collection by courier unless an alternative form of collection or disposal has been agreed.

### Cost

- 3.1 The purchaser is responsible for the cost of returned items deemed undeliverable by the courier if the purchaser has not given sufficient or correct delivery information.
- 3.2 The purchaser is responsible for the cost of re-deliveries if they were not available to receive the goods on the agreed date.
- 3.3 The company is responsible for the courier cost where the company has not given sufficient or correct delivery information.
- 3.4 The company will be responsible for courier cost for items returned under 2a and 2b.
- 3.5 Cost of returns not compliant with this policy will be the responsibility of the purchaser.

### Refunds

- 4.1 Returns will be inspected by DELUXEBASE LTD upon receipt.
- 4.2 Once approved a credit note will be raised on the purchaser's account. The item price credited will be the same as the item price charged on the original invoice.
- 4.3 VAT will be applied to the credit note if applicable.
- 4.4 Credit notes will be issued in the same currency as the original invoice.
- 4.5 The credit note will be sent to the purchaser.
- 4.6 Returns received outside of this policy will not be refunded.