

# HERITAGE<sup>®</sup>

BATHROOMS



## RETURNS POLICY



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At Heritage Bathrooms, we are committed to delivering excellence. In order to make returning a product to us as straightforward as possible and to ensure we are committed to resolving any issues that may occur, we have developed this returns policy.

### How to arrange a return

Not Required and Faulty Product(s):

We will accept returns, by prior agreement, up to 28 days after the original delivery to you. After this time returns of non-faulty product(s) will not be accepted. Please note if goods are damaged the damage must be reported within 48 hours of delivery and photographic evidence may be required. All return requests must be faxed or e-mailed to the Returns Team stating all of the following:

- Confirmation that you have the goods on the premises.
- Your account number.
- Your company name and address in full
- The exact reason for return (damages, not required etc.).
- If goods are not required, please provide your authorisation for the restocking fee on the fax.
- Our order number, or your purchase order number, or your dispatch note number or our invoice number.
- Your reference number/debit note number
- Contact names and telephone number.
- How many OUTER packages there are for collection as ALL GOODS MUST BE PACKED IN OUTER PROTECTIVE PACKAGING. Do not return your product until our Returns Team have contacted you and supplied you with an authorised returns reference (RMA). Please note guidance on how to package your return is available in the Returns Packaging document.

### For large numbers of returns

If you have a large number of products (to the value of £300 plus) for return, please seek authorisation from your Area Sales Manager before faxing your request to the Returns Team.

### For products with missing parts

In the unlikely event that you have received your products and parts are missing please contact our Customer Services Department on 0844 701 8501. They will immediately send you the replacement parts free of charge.

### For products of low value (£25.00 net value or less)

In order to efficiently manage our product costs we do not arrange for low value items to be collected. However there are two ways to send these items back to us:

- a. They can be posted back to us using our Freepost reference FREEPOST MID18461. Please make sure the product is adequately protected and is sent to FAO RETURNS DEPARTMENT clearly stating the RMA number.
- b. Alternatively, we can send you a pre-paid jiffy envelope to return smaller items.

If the goods have not been returned within 30 days of the collection request date the RMA number will be cancelled.

### Claims

Please note that no claim will be considered before an engineer's visit and/or product test has been arranged by us.

Our standard procedure in the case of any claim is to arrange for an engineer to assess the installation, product and any damage caused. A deferred payment (usually a credit card shadow payment that is only chargeable if the engineer's visit is deemed not to be covered by our warranty condition) is required for this service and a payment will be levied for out of warranty customers.

For full terms and conditions, please speak to one of our Customer Service Team when arranging an engineer's visit.

If any work is carried out on the product without our prior written consent then the extended warranty offered on our products will be invalidated and any subsequent claim, if successful, will be limited to our standard engineer call out rate applicable at the time of the claim.

To arrange an engineer's visit please contact our Customer Services Department on 0844 701 8501, or by email to [enquire@heritagebathrooms.com](mailto:enquire@heritagebathrooms.com)

## Restocking fees

Providing prior agreement is received from an Area Sales Manager, non-faulty product can be returned to us as long as the product and product packaging are returned in a resalable condition, and within 28 days of its original delivery to you (see point 1). However a restocking charge of 25% of the net invoice will apply.

There is no charge for returning faulty products to us although, please note, any goods returned to us as faulty will be inspected to verify the fault. If no fault is found and the products are deemed to be in good condition we will deduct an automatic restocking fee of 25% when we credit your account. If no fault is found and the product and packaging are not in a resalable condition the product will not be credited.

## How your request is dealt with

Your request will be input onto our system and you will receive a fax from us which confirms your collection details and quoting our return reference number (RMA). A return will only be processed upon confirmation that you have the goods on the premises, so it is important to ensure that the goods are no longer with your customer. Please ensure that the return has an outer package clearly marked with our RMA number.

Following receipt of your collection request our carrier will normally collect the items within a period of 1 - 10 working days. However they will not pick up any returns without a label which matches the RMA number and number of boxes i.e. 1 RMA, 1 label and 1 box. You must ensure that you always obtain a 'Proof of Collection' for your own records from the driver before he leaves your premises. The driver also carries receipt pads with him if required. There is space on our returns forms for you to retrieve the driver's details which you can keep on file.

These procedures have been designed to ensure your returns are handled in the quickest and most efficient way. Unfortunately, if goods are refused due to these procedures not being followed, or the carriers are turned away, the RMA will be cancelled and you will need to request the collection again – this will carry an additional administration fee of £25.00 which will be deducted from the credit value.

## Inspection upon receipt

Upon receipt of the returns the goods will be inspected and, following authorisation, a credit note will be issued (usually within 5 working days, or if no credit is to be issued then you will be notified accordingly).

## Returns contacts

Please contact the Returns Team should you require further information:

Tel: 0844 701 8501 option 5

Fax: 08444 125 851

Email: [heritagereturns@heritagebathrooms.com](mailto:heritagereturns@heritagebathrooms.com)