

## RETURNS POLICY

### DAMAGED AND DEFECTIVE GOODS

In the event of receiving a damaged product, if the product is broken or has leaked, you can refuse signing for it. Subsequently if you open the parcel and find that the product is damaged or has leaked then you will need to provide evidence in the form of photographs. Customers must provide evidence within 21 days from dispatch of your goods. After which period the product will become ineligible for a refund. Customers will need to contact and send evidence to our customer services team who will assist in either issuing a full refund (including all shipping costs) or send out a replacement product. You will be advised by our customer services team to dispose of the products safely.

### INCORRECT, UNWANTED GOODS AND NON-COLLECTED GOODS

You, as our customer, have up to 30 days from dispatch of your goods to return an unwanted product back to Asterley Bros. Even if the product you ordered is part of a multiple item order. You will need to complete the returns form obtainable by contacting our customer service team, and send it back to Asterley Bros, along with the goods to return. You will be responsible for:

- 1) Not opening the container or removing any seals as part of the container
- 2) Keeping intact any accessory or details associated to the container
- 3) Completing the returns form
- 4) Re-packing all containers as they were received.
- 5) All postage / shipping costs

If the unwanted or incorrect product received by Asterley Bros is of a satisfactory condition or the product you received is incorrect then Asterley Bros will, by your request:

- 1) Issue a full refund, within 7 working days, excluding all original delivery charges paid, unless you received an incorrect item
- 2) Send out the correct or a replacement product with the same delivery terms as the original order

Please note that if goods are returned back to our depot due to non-collection from the Post Office, local sorting office, courier depot or if a delivery attempt had been made then we will not be able to refund the cost of shipping or any returns cost that are incurred by ourselves from our couriers. You have the right to make a claim with the courier or the delivery company.

**Your statutory rights are not affected**