

## Complete Business Supplies Ltd. Returns Policy - Update January 2018.

- Items purchased from Complete Business Supplies Ltd may be returned in the original unopened packaging with in 28 days of receipt of goods.
- Faulty or damaged goods will receive a full refund or replacement if reported to ourselves with in 48 hours of receipt of goods.
- Picking errors; any picking errors or incorrect deliveries must be reported to Complete Business Supplies with in 48 hours of receipt of goods.
- Any goods that become faulty over a period of time may be covered by a manufacturers warranty, please contact us for further details. Please note that many manufacturers will only deal with the end user when warranties are required, we will be happy to help but may have to supply you with contact details for the manufacturer.
- No longer required products; Items that have been ordered in error or are no longer required can be returned to Complete Business Supplies Ltd within the 28 day returns policy, however these items will be subject to a 10% handling charge of the cost price.
- None returnable items; some items are classed as a non returnable product's these items are coloured coded in our catalogue as blue codes.
- Printed and personalised products; (Print work, work wear, personalised promotional products) unfortunately once these products have been proof read and approved by you the client we are unable to except any returns on the products and will require full payment on these product.
- Office Furniture; unopened and still in original packaging furniture can be returned but may be subject to additional charges please contact us for details. We regret that we are unable to except any furniture that has been opened this also includes notice and drywipe boards.
- We regret that any products that have been opened are non returnable with the exception of faulty products.