

# RETURNS

## POLICY

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If you are not entirely satisfied with your purchase, we are here to help. Should you wish to cancel an order simply contact our customer care team at [info@alloygator.co.uk](mailto:info@alloygator.co.uk) with your order number, name and address and we will refund the cost of the order and the original delivery charge. If the goods have already been dispatched, you will need to return them to us at your own cost prior to receiving any refund.

### Unwanted Goods

Please return goods unused and in original packaging in perfect condition for resale within 28 days of receipt. We recommend obtaining proof of postage. A full refund minus the shipping costs will be made on receipt of the returned goods.

Please note that you are responsible for shipping costs when returning unwanted goods.

### Faulty Goods

If any of the goods are faulty we will either refund the cost amount in full or send you a replacement free of charge.

### Exchanging goods

If you would like to exchange any items please contact us and we will do our best to get your exchanged items to you. Please be aware that you are responsible for the cost of sending the unwanted item back to us and also the shipping costs for sending out the exchange item.

### Changing or cancelling an order

Cancelling your order. You have the right to cancel your order within 7 working days from the date you received your order. To cancel your order please contact us in writing within 7 days. If you would like to amend your order and the order has not been dispatched we will happily take payment of the extra items and send all items out together. If your order has already been dispatched we cannot add anymore items and you will be required to place an additional order.



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### Will any return costs be refunded?

If you return something because of an error on our part or because it's damaged or defective, we will refund any charges incurred in returning the item to us (either by a personalised pre-paid return label or by refunding your return postage costs - up to 2nd class postage only).

We'll check all items returned as damaged or defective. In the event we find no fault, we reserve the right to re-charge you for the item/s and to recover our fees and expenses from you.

### My Payment Card has changed/expired. How will I receive my refund?

We process all refunds to the original card used when you placed your order. If your card has expired we will send a cheque to cover any refund costs.

### When will I receive my refund?

We action all refunds the same day we receive the goods back and it can take up to 3 working days for the refund to show on you card.

You can return products for a full refund if you return the item(s) to us within 28 days of receipt. Returned products must be in their original packaging, with instructions and all parts included, in a fully resalable condition. Items must not have been used or assembled in any way. AlloyGator reserves the right to refuse a refund on any item not deemed to be resalable or if any of the above terms have been breached.

Please include a returns form in the parcel you are returning which can be downloaded by clicking on this link, without it, we may not be able to process your refund.

The refund will appear on your statement within 7 days of the goods being received by our warehouse.

**Please note:** the parcel and its contents are your responsibility until they are received at our warehouse. We therefore recommend that you use a registered postal service and retain proof of postage. AlloyGator is not responsible for returned goods being lost or damaged in transit. Please ensure the product(s) is well packaged to avoid any damage during transport to our warehouse, so that the product arrives at our warehouse in a resalable condition.



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**International returns please note:** If you are returning goods to us from outside the EU you must complete a customs declaration correctly, indicating that the package contains returned goods or similar. If your parcel is stopped in UK customs and a charge levied, we will refuse payment and the package will be returned to you. Under no circumstances will we pay customs duty in order to receive our own goods.

## How do I return an item?

If something is not right and you would like to return a product, simply follow the steps below within 28 days of receipt:

Please complete a Returns Form which can be downloaded by clicking on this link, indicating the item(s) you are returning and your reason for return. Please ensure you include this slip within the parcel - without it, we may not be able to process your return.

Use the original packaging to repack your returns, ensuring that the product is packed well enough to avoid any damage during transport to our warehouse. The product must arrive at our warehouse in a resalable condition.

**Address for returns:** AlloyGator Limited, Returns Department. 61 Heming Road, Washford Industrial Estate, Redditch, Worcestershire B98 0EA.

Re-seal the parcel and take it to the Post Office within 28 days of receipt.

Remember to obtain a Certificate of Posting from the Post Office. This is your proof of posting if your parcel goes astray. We recommend you also use recorded delivery or similar, thereby obtaining a unique tracking ID.

We will refund the card that you used to purchase your goods. The refund will appear on your statement within 14 days of the goods being received by our warehouse.

## I have received a faulty or damaged item

We want all of our customers to receive goods of the highest quality, so if your product is faulty or damaged on arrival, please contact our Customer Care Team with details of the issue within 48 hours of receipt. We will arrange to collect the item from you and, wherever possible, endeavour to organise a replacement item for you, subject to stock availability. All collections are made Monday to Friday, between 9am and 5pm.



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### I have received an incorrect item

Every so often mistakes are made, but we do our best to resolve them as quickly as possible. If you have received an incorrect item, please contact our Customer Care Team and we will organise a free collection service to pick the item up from you. Wherever possible, we will endeavour to organise a replacement item for you subject to stock availability.

### Can I return an item for a replacement?

If you receive an incorrect item, we will endeavour to send you a replacement, subject to availability. If this is not possible, we will refund you, crediting the cost of the item and delivery to your payment card.

The refund will appear on your payment card statement within 7 days of the goods being received into our warehouse.

### What is the AlloyGator returns address?

The address for returns is: AlloyGator Limited, Returns Department, 61 Heming Road, Washford Industrial Estate, Redditch, Worcestershire B98 0EA.

