

*If you are not happy with your purchase for any reason, you can return it to us for a refund within 14 days of receipt.*

**NOTE: Please do not refuse delivery of a package.** *If you wish to return an order this must be arranged as a separate transaction.*

*Deliveries that are refused by the customer at the point of delivery incur a £15 fee when they are returned to Enviro-Rheino and this will be deducted from any refunds made. Please accept the delivery and then contact us to arrange the return.*

*Return postage costs are the customers' responsibility. Subject to the following conditions:*

**1.** *Please contact us to let us know you are returning any items. Either email us [info@enviro-rheino.co.uk](mailto:info@enviro-rheino.co.uk) or Tel: 07432135575. We will need to know your name, invoice/order reference, and the name or code of the items you are returning as well as the reason for the return. **We will then email you a returns note that you must enclose in the package.***

**2.** *Goods must be returned to us in their original packaging, unused and in a re-saleable condition. If the goods arrive back damaged, with parts missing or in damaged packaging, we will not be able to issue a refund. (Please note that any items damaged or scratched whilst in transit to us will be deemed un-saleable. Therefore please pack them carefully). We must receive the goods back within 14 days of when you received the goods. Refunds will not be given for products returned to us over this time.*

**3.** *Please note it is the **customer's responsibility** to arrange the return carriage and Enviro-Rheino does not accept any liability for the returned goods until they have been received at our premises. We therefore recommend that items are returned via a signed delivery service.*

*Our returns address is:*

**ENVIRO-RHEINO (RETURNS)**

**3 London Road**

**Carlisle**

**CA1 2JU**

*Please ensure you write your invoice number clearly on the package.*

*Alternatively, we can arrange a collection of the goods via DPD courier at a cost of £12.95 inc VAT (applies to UK Mainland addresses only). The £12.95 charge will be deducted from the amount of your refund. Please*

*note that a failed collection, where DPD call but are unable to collect the parcel, also incurs a £12.95 charge. You will need to contact us to rearrange the collection if there has been a problem and additional charges will apply.*

*Please contact us on 07432135575 to arrange a DPD Collection.*

**4.** *Returns are processed in bulk within 14 days of receipt. Your credit/debit card will be refunded with the original amount paid.*

## **FAULTY / MISSING ITEMS**

*Please check your goods thoroughly on delivery and advise us of any missing, incorrect, damaged, faulty or otherwise incorrectly supplied products. You must notify us within 5 working days, and please do not use or fit any of the incorrect items. Please do not send the products back to us without contacting us FIRST to agree the best way to correct the situation.*

*Missing Items: We will check our own stock levels and parcel weights to verify the shortage and if we are at fault we will make good any shortage or non-delivery.*

*Faulty: We may need to inspect the faulty goods, sometimes this can be done with 'photos' being sent to us by email or in some situations we may need to get the goods back from you. Once the fault has been established we will either replace or repair any goods that are damaged or defective upon delivery; or refund to you the amount paid by you for the goods in question. The way in which we correct this situation is at the discretion of Enviro-Rheino. PLEASE NOTE THAT WE WILL NOT BE ABLE TO REPLACE ITEMS THAT YOU HAVE FITTED OR USED.*

*Our liability in the case of claims is limited to the sum paid for the goods and the cost of the carriage if agreed in advance of return. We will also refund any costs paid by you for returning faulty or damaged products to us if agreed in advance of return. We will not be liable to you for any loss of profits, administrative inconvenience, disappointment, indirect or consequential loss or damage arising out of any problem in relation to the goods and we shall have no liability to pay any money to you by way of compensation other than any refund we make under these conditions. Your statutory rights are not affected.*

## **HOW TO EXCHANGE GOODS**

*If you wish to return goods and want to exchange them for something else, then we will process these transactions separately. The new order should be placed online or by phone and full payment made for this order. On receipt of your returned goods your refund will be processed separately. As returns are processed within a timescale of 14 days, any requests for exchange included with returned goods will be delayed.*

## **SPECIAL ORDERS**

*We cannot accept returns of non-stocked products that we have specially ordered in for you or bespoke products, unless faulty. Bespoke items will be stated clearly on the product page at the time of ordering.*

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*Our returns address is:*

## **ENVIRO-RHEINO (RETURNS)**

3 LONDON ROAD

CARLISLE

CA1 2JUS

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*Please contact us on 07432135575 to arrange a DPD Collection.*

**4.** *Returns are processed in bulk within 14 days of receipt. Your credit/debit card will be refunded with the original amount paid. Please be patient as we process a high volume of samples/returns.*

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## **SPECIAL ORDERS**

*We cannot accept returns of non-stocked products that we have specially ordered in for you or bespoke products, unless faulty. We also reserve the right to decline a cancellation of a special order if the item has been partly or wholly made. This will be stated clearly on the product page at the time of ordering.*