



<b>Title: Returns Policy</b>	<b>No: QMS-006</b>
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**1. DEFINITIONS**

In this Returns Policy the following words have the following meanings:

**“Buyer”** the person(s), firm or company from whom an order to supply Products is received by the Company;

**“Company”** Fernco Limited whose registered address is Endeavour Works, Newlands Way, Valley Park Wombwell, Barnsley, South Yorkshire, S73 0UW;

**“Products”** any goods agreed in the contract of sale to be supplied to the Buyer by the Company

**“Bespoke”** any goods bought to order or manufactured to specific requirements of the Buyer

**2. DEFECTIVE PRODUCTS**

Any products which are defective or damaged upon receipt will be replaced at no charge to the Buyer in accordance with condition 15 of the Company’s Terms & Conditions of Sale.

Terms & Conditions of Sale can be downloaded on our website or available upon request.

**3. RETURN OF PRODUCTS**

If the Buyer requests for any Products to be returned to the Company which do not breach the warranties stated in condition 15 of the Company’s Terms & Conditions of the Sale, the Company may, at their discretion;

- i) Not refund the purchase price or replace the Products
- ii) Refund part of the purchase price dependant on the type and condition of the Products
- iii) Recoup from the Buyer any costs for transport, labour or disposal of goods that may be incurred

All returns must be accompanied with a Goods Return Number (GRN) which will be issued to the Buyer once the return has been agreed to by the Company. No returns will be accepted without a valid GRN reference.

Bespoke items are not covered by the above returns policy and will be fully chargeable to the Buyer who will remain solely responsible for the ethical disposal of any unwanted Products.

Products delivered direct to construction sites including sewers, waterways and highways must not be returned to the Company due to the health and safety risk posed by such environments.