

## Returns & Refunds Policy

At Essex Groundwork Supplies Ltd, we want you to be completely satisfied with your purchase. This policy outlines the terms under which goods can be returned.

- 1. Proof of Purchase:** - All returns must be accompanied by a valid receipt. (Invoice or Delivery note).
- 2. Unused Goods:** - Standard stock items may be returned within 14 days of purchase for a credit note or exchange, provided they are:
  - Unused
  - In the original packaging
  - In a resaleable condition.

A restocking fee may apply of up to 30%.

- 3. Non-returnable Items:** - The following items cannot be returned unless faulty.
  - Orders of non-stock items which are sourced specifically for you.
  - Perishable goods, i.e. Cement and similar bagged aggregates.
  - Bulk bags
  - Clay Drainage
  - Precast Concrete drainage items
  - Natural Stone products.
  - UKPN associated products
- 4. Faulty or Damaged goods:** - If goods are faulty or damaged, please notify us within 7 days of delivery or collection. We will arrange for an inspection and either a replacement or refund in accordance with your statutory rights.
- 5. Return Procedure:** - Please contact our team in advance to arrange a return by either emailing [info@essexgroundworksupplies.co.uk](mailto:info@essexgroundworksupplies.co.uk) or by calling the sales team on 01268 555655.
- 6. Trade Customers:** - For trade account holders, returns will be credited to your account. Special ordered items are strictly non-returnable or refundable unless faulty.
- 7. Your Statutory Rights:** - Nothing in this policy affects your statutory rights under the consumer rights act 2015.