

# RETURNS POLICY



**RETURNS & REFUNDS** Notification of Shortages & Damages reported within 3 working days of delivery. Requests for returns must be made within 7 Days of receipt of goods. Please call the service centre on 01525 219 219 to request a collection or alternatively email us on [info@united-uk.com](mailto:info@united-uk.com). You will be notified of any special return and / or collection arrangements and handling charges that may apply.

Once the goods are received back a refund will be processed in the form of a Credit Note. Returned goods will only be accepted back for refund if in the original undamaged packaging and in a re-saleable condition. No collections can be made without prior notification and a collection note.

Goods despatched to order and returned may be subject to a handling charge of 15% of the invoiced value, or £7.50 whichever is the greater, plus delivery charges and refurbishing costs where applicable. No 'Special' items can be returned or cancelled at any time. Some products are categorised as 'Non-Returnable' such as foodstuffs. Please see our catalogue for details.

Full Terms and Conditions are available on our website [www.united-uk.com](http://www.united-uk.com)