

# RETURNS POLICY



## Returns & Refunds

Notification of shortages, damages and returns must be reported within 24 hours of delivery. Please call our service team on 0870 890 0020 and email [service@united-uk.com](mailto:service@united-uk.com)

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.

Unfortunately, we are unable to offer exchanges for items. If you would like to exchange your item for an alternative, we suggest you return the unwanted goods to us for processing and place a new order.

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

United-UK LLP, Registered in England No: OC335195. 82 St Johns Street, London EC1M 4JN

**Head Office:** 15A Deans Road, Wolverton,  
Milton Keynes, Bucks MK12 5NA  
**t:** 0870 890 0020 **w:** [united-uk.com](http://united-uk.com)

**INVESTORS IN PEOPLE**  
We invest in people Standard

