

ABACUS GOODS RETURNS POLICY

In order to improve our service to our clients it is necessary for Abacus to have a clear Goods Returns Policy. If in the future you wish to return goods, a credit note will only be raised subject to the following conditions:-

Please inform our Sales Office (not your Area Sales Manager) of the items that you wish to return. You must state either the original invoice or order number of the goods being returned, to enable us to process your request.

Once the request has been processed you will be faxed a Sales Returns Note which you must sign and return in confirmation that the goods are ready to uplift. Our courier will then collect the items within 2 days.

If the goods are not ready for collection upon arrival of our courier a cost of £10 incurred will be passed to yourselves.

All items that are not required must be returned within 3 months of receipt. Any returns outside these dates will not be accepted.

A Credit Note will only be raised on items fit for re-sale. Items returned will incur an automatic 20% restocking charge, unless there has been an order input or despatch error, or a product fault.

All item must be returned in their original Abacus box and suitably secured. Please do not stick any labels or write on the Abacus box. Damaged boxes will incur a 20% re-packing charge. This charge is in addition to any re-stocking charge.

SPECIAL STOCK items are considered a specialist order and therefore will not be accepted for return under any circumstance. Electric Only towel rails are considered a **SPECIAL STOCK** item and therefore are not subject to our standard returns policy.

All SPECIAL STOCK items will be confirmed in the Sales Order Acknowledgment upon initial ordering.

Items fitted and/or damaged by the customer cannot be returned.

If returned items are outside these terms our Returns Department will arrange to send the goods back with a letter explaining the reasons.



goodsreturns

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DO YOU HAVE A DAMAGED ABACUS PRODUCT DUE TO SHIPPING?

If an Abacus product has arrived at your site damaged, following Abacus's claim procedure will ensure your product is replaced quickly and easily. When your Abacus product is delivered, please complete the following steps:-

At the time of delivery and before the courier leaves your premises, we request that you inspect the outer packaging to confirm that there are no visible signs of damage. Note any damage (gouges, scrapes, punctures, crushed corners and other abnormal markings).

Abacus strongly recommends that the outer packaging is opened and the Abacus product is inspected to ensure it is damage free.

If you are satisfied that the product is in good condition, sign acceptance with the courier. Your signature will confirm that you accept the shipment as being received in 'good condition'.

WHAT IF THE ABACUS PRODUCT IS DAMAGED?

If the outer packaging is damaged but the product is in good condition and you wish to accept the shipment. The courier driver must make a note of the exterior damage to the packaging before you accept delivery.

If any damage to the product is present, make note of it with the driver, record the consignment number and refuse the delivery. You may have to refuse the whole shipment rather than just one unit. The damaged product will be returned to Abacus Direct Ltd immediately.

In both situations you should call Abacus Sales Office immediately and report the problem.

Telephone: 0845 8 50 50 40

email: sales@abacusdirect.co.uk.

Provide the consignment number and details of the damaged product.

Abacus will arrange to replace your product.

WHAT IF THE DAMAGE IS NOT NOTICED UNTIL AFTER THE COURIER LEAVES?

Contact Abacus Sales Office right away. If you notify us within 24 hours of receipt of a damaged Abacus product, Abacus will cover the shipping costs for both the replacement and the damaged unit. Abacus cannot be held responsible for any damages reported outside these terms or timescale.



damaged goods

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