

# Meadows & Passmore Ltd

## Returns & Exchanges

### Returns

You can return any stock item for a refund provided you do so within 14 days and you follow our simple procedures:

1. The item must be in a saleable condition, suitable for resale. We will check it and if necessary replace the plastic bag and bar code.
2. You must obtain a Returns Number (RMA) from us and write it clearly on the OUTSIDE of the packet
3. You must put a copy of the original Till Receipt with the goods.
4. You must obtain a free Royal Mail Certificate of Posting or better still, a Signed For receipt that shows our postcode and keep that until we confirm that the item has arrived safely.

### Faulty Goods

You can return a defective item for a repair or replacement provided you do so within 12 months and you follow our simple procedures:

1. Do NOT return defective items without our permission. We may accept a photo.
2. You must obtain a Returns Number (RMA) and write it clearly on the OUTSIDE of the packet.
3. You must put a copy of the original Till Receipt with the goods.
4. You must obtain a free Royal Mail Certificate of Posting or better still, a Signed For receipt that shows our postcode and keep that until we confirm that the item has arrived safely.

### Exchanges

We do not 'swap' incorrectly ordered items. You should follow the procedures above and should you wish to, place a new order for a more suitable product.

### Postage refunds

In many cases we will refund your original postage provided that you have followed the procedures & time limits above. You will not get a full refund if you return part of an order.

### Additional Charges:

- a) Packets arriving at our offices that do not have a valid RMA on the OUTSIDE of the packet will incur an admin charge of at least £5 + VAT
- b) Items returned for a refund beyond the 14 day time limit may incur a 20% restocking charge.
- c) Items arriving for refund that are, in our opinion, not in a saleable condition may be returned to sender.
- d) Your refund will not be processed until the item has arrived back. If it fails to arrive you must produce the Certificate of Posting or similar proof of dispatch/tracking. Without the packet or a valid proof of posting you will not be reimbursed.
- e) It is your responsibility to pack items correctly. Most envelopes are mechanically sorted at high speed. Small parts put into paper envelopes may end up in a sorting machine. It will jam in the rubber rollers and although sensors will halt the mechanism as quickly as possible, your envelope and many behind it will be damaged or destroyed.