



For your convenience, we have set out on this page a brief user-friendly summary of the terms that apply to any returns and cancellations you may wish to make. However, it is important that you read and understand our full set of sales terms (available on our website www.SNGBarratt.com) as these are the terms that will apply to the contract made between you and us (in other words, it takes priority over this web page), and it also contains explanations of what the capitalised words below mean.

Returning Goods that are defective

We offer a **1-year Warranty** on all our Goods. You should review the full set of sales terms, because these outline situations under which the Warranty will not apply.

If the Warranty does apply, and there is a material defect with the Goods, you will be able to return the Goods to us during the Warranty Period (and we will cover any reasonable costs you incur in returning the Goods to us).

We will either repair or replace the defective Goods or give you a refund for the price of the defective Goods. However, you will need to complete and send to us the "**Return Application Form**" (available [here](#)).

Returning Goods that are not defective

If the Goods are not defective, but you wish to return them anyway, you may only do so within **45 days** from the date the Goods were delivered to you (and you will be responsible for all costs incurred in returning the Goods to us).

We will give you a refund for the price of the Goods. However, you will need to complete and send to us the "**Return Application Form**" (available [here](#)).

Special Order Goods

Once you have placed an Order for Special Order Goods, you have **14 days** from the date of the Order to change your mind and cancel your Order. This is known as the "cooling-off" period, and during this period we may or may not proceed to purchase your Special-Order Goods from our suppliers. In other words, we may wait until the cooling-off period has expired before proceedings to purchase your Special Order Goods from our suppliers.

If you do not cancel your Order within the cooling-off period, or you expressly told us to proceed with the purchase of the Special Order Goods despite the cooling-off period not having expired, then you **will not** be able to return the Special Order Goods to us under any circumstances (unless there is a defect with them). You will be liable to us for the full price of the Special Order Goods.

Exchanged Goods

We may take a Deposit from you to secure a later delivery of the Exchanged Goods or to cover the situation where the Exchanged Goods you have provided are not complete or cannot be economically reconditioned.

On the **30th Business Day** after the Exchanged Goods are delivered to us by you, we will give you back the Deposit (so long as you have also completed the "**Return Application Form**" available from our website www.SNGBarratt.com). However, if the Exchanged Goods are not delivered to us by you within **40 Business Days** of us having agreed that you would send the Exchanged Goods to us, you will automatically forfeit the Deposit and we will keep it. You will no longer be required to send us the Exchanged Goods.

If, once the Exchanged Goods have been delivered to us by you, we determine that the Exchanged Goods are not complete or cannot be economically reconditioned, we may keep the Deposit and return the Exchanged Goods to you.

Cancelling Services that are faulty

We commit to providing the Services in accordance with certain standards. You should review the full set of sales terms, because these outline what these standards are and the situations under which these standards will not apply.

If, during the provision of the Services, you contact us and inform us you wish to cancel the Services because the Services are not being provided to the standards that we have committed to, then we will either repair or fix any defect (free of charge), or refund the amount paid for the part of the Services that are defective.

Cancelling Services that are not faulty

If the Services are not defective, but you wish to cancel them anyway, you may only do so within **45 days** from the date we commenced the Services.

We will refund any payment you have made to us for that part of the Services which have not yet been performed. However, you will remain liable to pay us the full price for Services that we have performed which are not defective, and we will be entitled to make any deductions necessary from amounts you have already paid us for Services that have been properly performed.

Please note that SNG Barratt will not cover any labour costs or consequential loss incurred due to any incorrectly supplied or faulty goods. For more information on this and other terms please refer to our **TERMS AND CONDITIONS OF SALE**.

Please Note: All fields on this form must be completed in full to enable us to process your return or warranty claim. Not providing full information will delay processing your request as we cannot process the return unless we have all the necessary information.



PACK YOUR RETURN PARCEL WELL WITH APPROPRIATE AND SUFFICIENT PACKAGING MATERIALS



IMPORTANT: DON'T FORGET TO INCLUDE THIS FORM WITH YOUR RETURN PARCEL

QDOC-00276 Return Application Form

DATE OF RETURN:	CUSTOMER CODE (Located at the top of Invoice):
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PART NUMBER	DESCRIPTION	QTY	INVOICE DATE	INVOICE NUMBER	REASON FOR RETURN

YOU HAVE 45 DAYS FROM THE DATE OF DELIVERY TO RETURN YOUR GOODS
PLEASE NOTE: FAILURE TO FILL IN THIS FORM CORRECTLY WILL CAUSE DELAYS IN PROCESSING YOUR RETURN
PARTS RETURNED IN A CONDITION DEEMED UNSUITABLE FOR RE-STOCKING MAY BE REFUSED CREDIT

THIS RETURNS POLICY DOES NOT AFFECT YOUR STATUTORY RIGHTS. PLEASE ENSURE YOU RETURN THE GOODS IN THEIR ORIGINAL CONDITION AND IN LINE WITH SNG BARRATT T&C's. THE RETURNED GOODS ARE THE RESPONSIBILITY OF THE CUSTOMER UNTIL THEY ARE DELIVERED TO OUR RETURNS DEPARTMENT.

Version: 1



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