

Customer Returns Policy & Procedure

It is the policy of Damasco UK Limited to ensure that the products and services provided to its customers consistently meet or exceed their expectations. This is achieved through a managed Quality Assurance Programme, clearly targeted towards achieving customer satisfaction, regulatory compliance and conformance with appropriate Standards and Codes of Practice.

In the event that its customers are not satisfied with the products or services received, the company undertakes to:

- Be responsive, helpful and supportive in dealing with the problem.
- Work quickly to identify any mode of failure.
- Give priority to achieving an acceptable remedial solution.
- Implement clear corrective action to prevent the occurrence repeating.

If for any reason you are not happy with our products or services, it is important that you follow our Returns Procedure. We reserve the right to refuse the return of products which are not returned in accordance with our Returns Procedure and we may request that you pay for the shipping of such goods back to you. Our Returns Procedure does not affect your statutory rights.

Returns Procedure

Change of Mind

If you order the wrong item, or simply want to return your goods we will normally accept these back for credit or refund as long as they are returned to us by prior arrangement and in an undamaged and entirely resalable, condition. Please note that this may not apply to bespoke products which have been manufactured or obtained from suppliers specifically for you and that in some cases (if we incur significant expenses) we may charge a restocking fee. Any fees charged in the collection or restocking of returned items will be explicitly explained and agreed before return arrangements are made.

Damage In transit

If you receive goods from us where it appears that there has been damage to the outer packaging in transit, it is important that you refuse delivery or mark the damage on the proof of delivery [POD]. You should then call or email us at your earliest opportunity and within 2 working days, to report any damage. We will endeavour to make good any damage through replacement or refund at the earliest opportunity. We may request you to provide

photographic evidence of damage so that we may investigate cause, implement measures to protect against repeat occurrence and pursue claims against sub-contracted service providers where relevant.

Incorrect Products

If you receive incorrect products from us you should call or email us at your earliest opportunity and within 2 working days. We will endeavour to make good any errors through refund or replacement at the earliest opportunity. We may need to arrange collection of the incorrect products and request that you make reasonable efforts to assist us in this.

Products supplied not fit for Purpose

If you receive products that are not fit for purpose, not to specification or with manufacturing defects you should call or email us at your earliest opportunity and within 2 working days of the defect becoming apparent. We will endeavour to make good any errors through refund or replacement at the earliest opportunity. We may request you to provide photographs to help us identify the issue. We may need to arrange collection of the products and request that you make reasonable efforts to assist us in this.

Goods supplied with 3rd Party Manufacturers Warranty

We will honour and facilitate the terms of goods supplied under 3rd party manufacturer's warranty. These terms vary according to products and manufacturers. If you wish to claim against a manufacturer's warranty please contact us by telephone or email in the first instance and we will advise whether the issue can be addressed by us or the manufacturer.