



## **ROWEBB LTD RETURNS POLICY**

Rowebb will accept goods being returned which have been ordered in error or surplus to your requirements. However, material must be returned to the depot you purchased from within 14 days of sale and accompanied by your sales receipt. Any sales outwith this period or without a receipt will not be accepted. The following charges and policies will be applied:

- Minimum returns value of £25.
- Powders incur a 25% restocking charge (non-stocking colours are non-returnable).
- All other materials are subject to a 15% restocking charge.
  - Beads are non-returnable.
- Any non-stocking items ordered in specifically for a customer are non-returnable.
- Returned material will be checked over and we will not accept any damaged items. It is the responsibility of the customer to organise disposal of damaged material.
- Any returns which require collection by Rowebb will be subject to an uplift charge.

**Where the error is ours, then a full credit will be raised and no restocking charges will be applied.**

