



## **RETURN POLICY**

Items must be returned within 30 days of the purchase date. All returns must be in the as sold and unused condition. Please note it is the full responsibility of the contractor/DIYer/end user to check for batching/defects. No responsibility or claims can be made once products have been laid.

All goods returned will only be allowed at the discretion of the Silverland Stone's management team.

All returns will be subject to a fee equivalent to 15 % of the products returned.

### **EXCEPTIONS**

- All cement-based products cannot be returned due to the nature of cement based materials
- All bespoke special orders and non-stocked items cannot be returned unless due to a manufacturing fault or defect.
- Sale items are FINAL SALE and cannot be returned.

### **RETURN PROCESS**

To return an item, please contact [chertsey@silverlandstone.co.uk](mailto:chertsey@silverlandstone.co.uk) or call the team on 01932 569277 with your invoice number and the name of the product to be returned.

If collection is required, this will be charged at the same rate as the delivery charge. All items need to be palletted up and ready for collection.

Any failed collections due to non-compliance with our returns policy will incur a failed collection charge to cover the costs incurred by the company.

### **REFUNDS**

After receiving your return and inspecting the condition of your item, we will call you to process your return. Refunds may take 1-2 working days to appear on your credit card statement, depending on your credit card company.

### **DAMAGED ITEMS**

Goods must be examined on arrival and all damages or shortages reported to us in writing via email to [chertsey@silverlandstone.co.uk](mailto:chertsey@silverlandstone.co.uk) within 3 days of delivery with pictures of each of the damaged item, to evidence the damage. These items can then be refunded or exchanged.

### **QUESTIONS**

If you have any questions concerning our return policy, please contact us on: 01932 569277