

Acorn Industrial Services Ltd

Returns Policy

Dear Customer,

We would like to make returning goods as simple and painless as possible. By following this returns policy you are guaranteed a rapid resolution to the matter, resulting in a credit being issued more quickly.

Step 1. To ensure a speedy resolve the most important step is to telephone 01709 789911 to obtain a returns note number. *At this stage it will be determined whether a handling charge is appropriate. Without a returns note number you may be charge a standard rate handling charge of 20%.*

Step 2. Include either; a copy of the Despatch Note, or the Returns Form which accompanies this policy, when you return the goods.

Please note:

1. Items to be returned must be notified within 30 days of original purchase date.
2. Goods which are damaged after original despatch from Acorn will not be subject to credit.
3. Goods returned with missing or damaged packaging may be subject to an additional handling charge to that agreed in Step 1.

Step 3. Upon receipt and inspection of returned goods, a credit will be raised promptly subject to the return being in accordance with above agreements.

Thank you for your co-operation.

