

## **Returns Policy**

If you change your mind about the product supplied, you can notify us within 3 weeks of your delivery, or collection and return it to us. The return may be subject to a re-stocking charge and your request will have to be made in writing for a manager's approval. Please email your request, including a copy of your proof of purchase and your reason for return to [enquiries@thefasciaplace.co.uk](mailto:enquiries@thefasciaplace.co.uk)

The Goods will only be accepted if they are in a brand new and unused condition.

Packaged Goods will only be accepted if the package remains unbroken and in a saleable condition.

Returns will not be accepted for the following items/reasons:

- if the item was a special order,
- If the item was bespoke, made to order or painted to a specific, special colour.
- perishable goods or items that have a shelf life ie. Roofing resin/silicones.
- Any item that has been fitted, damaged, or so altered that it is not fit for immediate

A restocking charge of up to 15% may be required and this will be subject to the reason for your return and the re-saleability of the returned items. It will take up to 14 days for us to arrange your refund credited against your original payment method.

### **Faulty Goods**

We will repair, replace or refund the cost for any faulty items should these be reported in accordance with our special order terms and conditions and suitable timeframes. Please see note below regarding manufacturer warranties.

Upon receiving your request we will arrange shipment of the item with you. All returns are tested and if the item proves not to be faulty when tested then no refund will be offered and you will be charged the actual cost of the original delivery, collection and the subsequent item return.

### **For trade account payments**

- Please email or call the branch that received your order (on the order confirmation email) quoting your customer order number, name and postcode.
- Please also state the value of the refund you are looking for, for full or part refunds
- The branch will review the request and once confirmed will cancel any outstanding orders then issue a credit note against your account.

### **Manufacturers Warranties**

All products supplied by The Fascia Place Ltd come with a commitment to pass on manufacturers warranties in good faith but we do not endorse them and they form no part of your contract with The Fascia Place Ltd.