



RETURNS POLICY

Sabrefix (UK) Ltd will accept the return of standard products subject to the reasons listed within this policy. All bespoke orders will require returns authorisation and are subject to agreement.

Defective Goods

If the goods received appear to be defective, the customer must report this to Sabrefix (UK) Ltd. We will then arrange collection of the goods. Once received and an inspection has been conducted, and a refund or credit will be issued to the customer. If necessary, replacement goods will be shipped.

Non-Defective Goods

If for any reason the customer is unhappy with the goods received, we will accept returns up to 14 days from the date of delivery. Goods must be returned at the buyer's expense, in the condition they were received (including packaging). Upon receipt of goods, an inspection will be conducted and once signed off a refund will be issued.

Goods Damaged in Transit or Shortages

Goods received should be checked at the time of delivery to ensure the quantities received are correct against the delivery note. When signing for the delivery, the customer is signing to say that they have received the products and quantities reflected on the delivery note. Refunds will not be issued for any shortages reported after receipt of delivery. If the customer's order has been damaged in transit, the customer should contact Sabrefix (UK) Ltd directly and provide photographic evidence of the damaged goods. Once an investigation has been conducted, the customer will be given the option of replacement goods or a full refund, subject to the receipt of the damaged goods which will be collected at the expense of Sabrefix (UK) Ltd.

QUALITY PRODUCTS QUALITY SERVICE

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