

CUSTOMER NOTICE

RETURN OF GOODS POLICY (STOCK ITEMS)

When purchasing a stock item, the returns policy is as follows:

- Goods returned to our premises by the customer will not incur a restocking charge.
- Goods collected by our vehicles from customers premises will incur a £25.00 handling charge.

The above will only apply if the goods are in their original condition and packaging, otherwise the goods cannot be return for credit.

RETURN OF GOODS POLICY (NON-STOCK ITEMS)

When purchasing a non-stock item, a minimum of 25% deposit is required for items in excess of £50.00 or 100% deposit if below £50.00.

The returns policy is as follows:

- Items under £25.00 will not be accepted back for credit or refund.
- Items over £25.00 will only be accepted back by prior arrangement with John Nicholls (Trading) Ltd and following confirmation that the manufacturer will accept the return. Goods must be returned in their original packaging and a minimum of 25% restocking fee will be incurred.
- In cases where a supplier refuses to accept the return of items, John Nicholls (Trading) Ltd will **NOT** be able to accept the goods back.

The above will only apply if the goods are in their original condition and packaging, otherwise the goods cannot be returned for credit.

PROOF OF PURCHASE WILL BE REQUIRED ON ALL TRANSACTIONS

Where goods are faulty, John Nicholls (Trading) Ltd must be informed within 7 working days of collection/delivery. These goods are covered by our 'Conditions of Sale' and 'Received in Good Condition' system operated by the Company.