RETURNS POLICY

Our aim is to provide you with the best possible service and this also applies to our returns policy. Please **DO NOT** return any items to **ALBERT JAGGER LIMITED,** without first contacting us by either telephone, email or fax, and requesting a Customer Return Note Number [CRN]. **For goods being returned to:**

WALSALL, please contact: Tel: 01922 471000 Email: sales@albert-jagger.co.uk

HEYWOOD, please contact: Tel: 01706 692110 Email: heywood@albert-jagger.co.uk

If you wish to return goods for any reason, please supply the following information:

- Your full contact details
- Details of the products[s] that you wish to return
- The reason for return
- Date of Purchase
- Our order/invoice number

No goods will be accepted unless authorised by us and the package is marked clearly with the issued CRN number.

We will do everything possible to comply with reasonable requests for returns and will issue any refund due to you as promptly as possible. If you are dissatisfied with the goods for any reason, you have the right to return them to us within 5 days of receipt. As long as they are returned suitably packaged in new, unused condition, and the parts were not manufactured to your specification, and you pay for the return carriage and insurance, we will replace or refund them as appropriate.

Please note that all returns must be received by us within 7 days of the issue of a Customer Return Note [CRN] number.

If incorrect or faulty goods are supplied, we will of course replace or refund these as appropriate, as quickly as possible, but we must receive notification of any problems within 5 days of delivery of your order.

If goods are damaged in transit, please keep all documentation and packaging, and contact us on the day of receipt for our Returns instructions.

If you have ordered goods incorrectly, please contact us via email or fax within 5 days of receipt of goods. Returns of correctly supplied goods must be unused, undamaged, in the original packaging and carriage paid by the customer, **and may be subject to a 25% re-stocking charge [at our discretion] to cover our expenses.**

If you are uncertain as to whether or not you are ordering the correct item, please contact us for advice or order a single item to ensure that it is correct before ordering large quantities.

If you have any concerns or questions, please email or fax us as detailed above.

Albert Jagger Limited, Green Lane, Walsall, West Midlands, WS2 8HG T: 00 44 (0) 1922 471000

Branch: Broadlands Distribution Park, Pilsworth Road, Heywood, Lancashire. OL10 2TS T: 01706 692110

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