



## **ecodek® Returns Policy**

- Ecodek allow the customer 28 days to raise a return from the date when order received.
- All products must be in the original package/banding.
- Customer must provide photographic evidence of goods in original packing/banding PRIOR to collection being arranged.
- A 20% re-stocking charge applies to all goods returned perfect condition.
- Any goods deemed not fit to retail will be credited in scrap value – please refer to scrappage scheme.
- Any goods delivered to the customer's site that they are not happy with MUST be advised within 7 Days in writing.
- ALL transport costs will be covered by the customer.
- Final decision by Ecodek is at the discretion of the Managing Director or General Manager.