



www.adeptgrp.co.uk  
01269 843355  
sales@adeptgrp.co.uk

# Return Policy

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Thank you for shopping with us. We strive to ensure that our customers are completely satisfied with their purchases. If, for any reason, you need to return a product, please review our returns policy below.

## Eligibility for Returns

- Products can be returned within 14 days from the date of delivery.
- The product must be unused and in the same condition that you received it.
- All returns must be well wrapped and secured to a pallet to ensure safe transportation.
- This policy applies to standard products only.

## Notification of Damaged Items

- If your item arrives damaged, you must notify us within 48 working hours of delivery.
- This is necessary for us to place a claim with the courier and process your return or replacement.



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## Process for Returns

1

### Initiate a Return

- Contact our customer service team within 14 days of receiving your product.
- Provide your order number, the reason for the return, and confirm that the product is unused and properly secured for return shipping.

2

### Prepare the Product for Return

- Ensure the product is well wrapped and secured to a pallet.
- Include all original keys and/or accessories that came with the product.

3

### Collection by Courier

- We will arrange for our courier to collect the product from your specified location.
- Ensure the product is ready for pickup at the agreed-upon time and location.
- We may ask you to print and attach a label to the outside packaging of the goods.

4

### Refund

- Once your return is received and inspected, we will notify you of the approval or rejection of your refund.
- If approved, your refund will be processed via bank transfer.
- We will request your bank details (account name, account number, and sort code) to complete the refund.
- The refund amount will be the original purchase price minus the original delivery cost and the return delivery cost.



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## Additional Information

**Please note:** Delivery charges may be included within the total purchase price. In such cases, even if delivery was advertised as "**Free**," the associated delivery cost will still be deducted from the refund amount. Customers may not receive a refund for the full amount paid if delivery was included.

### Non-Refundable Items

- Products can be returned within **14 days** from the date of delivery.
- The product must be unused and in the same condition that you received it.
- All returns must be well wrapped and secured to a pallet to ensure safe transportation.
- This policy applies to standard products only.



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## Questions and Assistance

If you have any questions regarding our returns policy, please contact our sales team. We are here to help and ensure a smooth and hassle-free return process.

**Website:** [www.adeptgrp.co.uk](http://www.adeptgrp.co.uk)

**Phone:** 01269 843355

**Email:** sales@adeptgrp.co.uk