

Returns Policy

If for any reason you have received an order from us and there is a problem, the following should answer your questions and enable you to choose the next course of action to take.

Faulty or Defective Goods

On rare occasions you may receive faulty or defective stock. If this happens then follow these simple instructions and we will ensure that your problem is investigated and resolved as quickly as possible. Contact our customer service department to register the problem and arrange replacements. Details of the problem will be passed on to our customer service department, who will then take over, and arrange for QA investigation. If necessary, they will contact you to arrange to collect the goods from you for return to Rugby. Should there be any problems with the replacements, we will advise you as soon as possible. Delivery of replacements will be made to the original delivery address unless otherwise advised.

When we arrange collection of the goods from you, we will advise you of your Returns Authorisation Number which must be marked on the outside of the consignment prior to its collection. Please ensure the package is adequately wrapped to prevent damage during transit (Drivers will not collect any visibly inadequately wrapped packages).

Please do not dispose of any goods until advised to do so by customer services, who will confirm this in writing.

Once the goods are received back at Unit 7 The IO Centre, Valley Drive, Rugby, CV21 1TW then they will be inspected and the appropriate action taken for corrective and preventative action, where applicable credit will then be processed.

Please contact customer services prior to returning goods whom can seek the appropriate authorisation for returning goods and respond to you by email or fax providing full details for the return.

Returns Due to Unwanted Goods

We will wherever possible assist you by taking back any goods providing they are received back in good resalable condition and meet the following returns criteria:

- a) Goods must have been supplied by us during the last three months (supplied directly by ourselves and not a stockist or other source. If this is the case then we must refer you to your original source of supply.)
- b) The value of the goods which you wish to return to us must be £50.00 or over in value.
- c) Goods must be returned at your cost, within 14 days of authorisation and clearly marked with the Authorisation Number supplied by Customer Service. (Returns can only be accepted at our head office in Rugby, not satellite offices. Our Area Sales Managers are not authorised to accept goods for return, nor are any of our sales staff). Goods received back without authorisation will be refused
- d) A standard 25% handling charge will apply and will be deducted from the credit.

Please remember that we are unable to accept liability for packages damaged during transit. Credit can only be issued for goods returned as authorised and received in good resalable condition and value reduced by the agreed 25% handling charge.

Rolltek International Limited Registered Office

Unit 7 The IO Centre, Valley Drive, Rugby, Warwickshire, CV21 1TW