

# **STONeworld (OXFORDSHIRE) LTD**

## **RETURNS POLICY**

We may consider items for return and credit you at our discretion, but the items are subject to a minimum 25% restocking fee on all full crates and in their original and perfect condition. We must receive this request via email within 7 days of receipt.

We do not accept returns on part crates or items that have been broken/chipped or used.

All special orders that are non-stock items must be paid for in full prior to ordering and are non-refundable.

## **Shortages and Damages**

We will have no liability if you fail to notify us of any items that are damaged or of incorrect quantity by email, telephone or in writing within 7 working days of delivery. On notification within this timescale we will endeavour to resolve your issues.

## **Colours**

Variation in colour and shades of all products is unfortunately unavoidable and must be accepted.

This policy does not affect your statutory rights.