

# Returns Policy

Initially contact the office to inform Greenbank of any problem/fault with order.

- On agreement of invoice details/purchase order number arrangements can be made for our courier to collect said item(s) within the UK.
- Specific individual arrangements to be made for our overseas customers due to international restraints.
- Greenbank should receive your notification of intention within 7 days of receipt of order. All goods must be returned in their original condition.
- If the wrong Ex Stock item has been ordered in error we will do our utmost to remedy the situation quickly. Account holders will be credited and re-invoiced accordingly. Non account holders will be required to cover extra delivery costs incurred. Re-issued orders will only be shipped on receipt of returned goods.
- Non stock items are strictly only returnable under warranty.
- If it would seem a product appears to be faulty/defective it will be returned to the manufacturer under warranty for test/inspection. In the event no fault is found with the unit either in-house or with the manufacturer we reserve the right to re-charge delivery costs.