

## Damaged or Faulty Products

In the event that you are not satisfied with your products because they are:

- Damaged before you receive them
- Faulty
- Different to those on the Sales Order Confirmation / Proforma

We will replace or refund them, subject to our terms and conditions.

You must raise your claim by notifying us in writing within 24 hours of the delivery. If the goods are damaged, you must note this on the delivery ticket and take pictures. We cannot accept claims for damages if it is not clearly signed for as “damaged” on the delivery paperwork.

## Returning products

In addition to your legal rights, you may also return goods in some circumstances. Please fill in the form below and contact us to return the unused, unopened goods to us within 14 days and we will offer you a refund, exchange or a credit note as appropriate.

### Consumers

- You may cancel your order within 14 days of receiving the goods by notifying us in writing.
- Within 14 days of notifying us of your intention to cancel the order it is your responsibility to return the goods, at your own cost, to our business premises.
- Products will only be refunded if they are of saleable quality on their arrival at Lime Green’s business premises.
- We will refund the original delivery charge for the products at the “Economy Delivery” rate.
- Products made in bespoke packaging, colours, or to your specification will not be refunded.
- Products must be unopened, unused and in undamaged packaging.

### Businesses and consumers after 14 days

- You may return goods to us only with our written agreement.
- Goods will be subject to a restocking fee:
  - 25% for goods less than 2 months old from date of manufacture.
  - 50% for goods 3 to 4 months old.
  - After 5 months no refunds will be offered.
- Products will only be refunded if they are of saleable quality on their arrival at Lime Green’s business premises.
- We will not refund delivery charges.
- Products made in a non-stock colour or texture will not be refunded.
- Ordered-in products will not be refunded.
- Products must be unopened, unused and in undamaged packaging.

**Cancellation form**

To:

Lime Green Products, Coates Kilns, Stretton Road, Much Wenlock, Shropshire, TF13 6DG

Tel: 01952 728611 email: [sales@lime-green.co.uk](mailto:sales@lime-green.co.uk)

I/We [\*] hereby give notice that I/We [\*] cancel my/our contract of sale of the following goods [\*] :

Ordered on [\*] received on [\*],

Name of consumer(s),

Address of consumer(s),

Signature of consumer(s) (only if this form is notified on paper),

Date

[\*] Delete as appropriate