

SP- 01 Return Policy

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Extract of Sikla's Terms and Conditions Clause 9:

9.1 Subject to Clause 4.6 above, Goods supplied pursuant to the Contract cannot be returned without the Company's prior written authorisation.

Duly authorised returns:

- a) shall be sent to the Company's premises at the Buyer's expense;
- b) shall be subject to a handling charge of £10 or 10% of the value of the Goods, whichever amount is the greater;
- c) must be in the official product range at the time of the return; and
- d) must be in re-saleable condition

9.2 Once an Order Acknowledgement has been issued, the Buyer may not, without the Company's written consent, cancel an order for Goods which have been made to the Specification of the Buyer which results a change to the Goods' off the shelf state once the order has been inputted onto the Company's ordering system, without the prior written consent of the Company. The Company will invoice the Buyer for any work in progress which has been prepared for this order in the event that the Company consents to the cancellation.

9.3 Once an Order Acknowledgement has been issued, the Buyer is permitted to cancel an order for Goods which have not been made to the Specification of the Buyer and are in their off the shelf state by informing the Company of the cancellation in writing by email within the following time scales:

- a) if the weight for the Goods being cancelled, as stated on the Order Acknowledgement, is 100kg or less then within thirty (30) minutes; or
- b) if the weight for the Goods being cancelled, as stated on the Order Acknowledgement, is more than 100kg but 500kg or less then within sixty (60) minutes; or
- c) if the weight for the Goods being cancelled, as stated on the Order Acknowledgement, is more than 500kg but 1000kg or less then within two (2) hours; or
- d) if the weight for the Goods being cancelled, as stated on the Order Acknowledgement, is more than 1000kg but 3000kg or less then within twenty-four (24) hours; or
- e) if the weight for the Goods being cancelled, as stated on the Order Acknowledgement, is more than 3000kg then within forty-eight (48) hours.

In the event that an order for Goods is cancelled in accordance with clause 9.3 the Company reserves the right to invoice the Buyer for 5% of the value of the Goods cancelled.