

PROPLUMBINGSUPPLIES

Returns Policy

If you are unhappy with any product you have purchased from Pro Plumbing Supplies Ltd you have 7 days to return the product to the store in a re-sellable state and in its original packaging with the exception of special order goods which will incur a 25% restocking charge.

Special Order Goods

Special order goods are those items that we do not carry in stock. The items are ordered in from our supplier especially for the customer.

Installation

All products must be carefully checked prior to installation. Installation is considered as acceptance of quality, size, colour shading, style and specification.

Damaged Goods

On receipt of goods, all items should be thoroughly inspected and any damages should be reported within 7 days to the store. Goods must be inspected prior to installation. Video/Photo evidence of any damage must be received before a replacement can be issued.

Faulty Goods

Should a product be fitted and found to be faulty, Pro Plumbing Supplies Ltd have the right to defer the product to the manufacturer and shall become the discretion of the manufacturer as to where the fault lies. Goods must not be uninstalled until instructions are received from manufacturer. Video/Photo evidence of the fault should be sent to the store to start the process.

**Goods supplied on special order will incur a
25% restocking charge.**