

# PROPLUMBINGSUPPLIES

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## **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**

Goods must be inspected prior to installation and any damages must be reported immediately to the store. 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.

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