

## **READYMADE GATES RETURNS POLICY**

Readymade Gates hope that you will be happy with everything you purchase. If you are not happy with your purchase, please return your product with proof of purchase, or your order confirmation email, and in the same condition as you bought it (including being in its original packaging), within 30 days from the date of purchase or receipt of the product, whichever is the latest date and we will happily offer a replacement or a refund.

If your item develops a fault **within 30 days** of purchase or receipt of the goods: a full refund or an exchange will be offered.

**After 30 days** of purchase or receipt of the goods: We'll repair or replace the goods in accordance with the terms of the Consumer Rights Act 2015.

This does not affect your statutory rights.

You can arrange for the faulty or defective product to be collected by contacting our Customer Services team with your order number and details of the product to be returned. We will collect it at no expense to you and either provide a replacement, process a refund, or repair the goods.

Unfortunately, unless they are faulty, we can't return or exchange, made to measure, or bespoke painted goods. Or any products that were marked as non-returnable when you bought them.

Arrange a collection: If you've received a home delivery and would like to return it, or the item is too heavy or bulky, please contact our Customer Services team to arrange a collection. Please note, a collection fee will be charged, £30 for a Pedestrian Gate & £60 for a Double Driveway Gate.

In the unlikely event that your goods arrive damaged or faulty, we'll arrange a free collection and will offer you a replacement or a full refund.

Returning via a collection, your refund can take up to 14 days to appear in your account. If you cancel before the item is dispatched, you will receive all your money back.

We are within our rights to reduce your refund to reflect any reduction in the value of the products caused by damage while in your possession.