

## Returns Procedure

### 1. Eligibility for Return

- Items must be returned within **30 days** of the delivery date, this also applies to any samples.
- Products must be unused, in their original condition, and with all original tags and packaging.
- Certain items, such as personalised products, may not be eligible for return.

### 2. Contact Us

- Before returning any item, please contact our customer service team at [sales@conceptproductsltd.co.uk](mailto:sales@conceptproductsltd.co.uk) or call us on 01458 274020 to notify us of your intent to return the product.
- Provide your **order number**, the **item(s) you wish to return**, and the **reason for return**.
- Our sales team will confirm if your return is eligible and provide you with the next steps. Our team will raise a return note and email it to you to put in with the return.

### 3. Return Authorisation

- If your return is approved, you will receive a return note to be included with the returned items to ensure smooth processing.

### 4. Packing the Item

- Carefully pack the items in their original packaging, ensuring they are undamaged and secure during transit.
- Include your **return note** inside the package.

### 5. Return Shipping

- You will be responsible for the **return shipping costs**, unless the return is due to a fault with the item or an error on our part.
- Return the item to our returns address: Unit 10 Cary Court, Somerton, Somerset TA11 6SB.

### 6. Restocking Fee (if applicable)

- Please note that a **restocking fee of 20%** will apply for returns.
- This fee will be deducted from your refund if applicable.

### 7. Refund or Exchange

- Once your return is received and inspected, we will process your refund to the original payment method. Please allow up to **7 business days** for the refund to appear on your account.
- If you have requested an exchange, we will ship the replacement item once the returned item has been processed.

### 8. Exceptions

- Some items, such as **personalised, made-to-order, or clearance items**, may not be eligible for return. Please check the product details before initiating a return.

### 9. Contact Us for Assistance

- If you have any questions or need assistance with your return, feel free to contact our customer service team on 01458 274020.

**Thank you for your understanding and cooperation.**