



Tel: 01772 700887

Email: sales@sadlerandbailey.com

Sadler & Bailey Returns Policy

Returns Statement

FP Group aims to always provide high quality Goods that are fault free and undamaged. On occasion however these goods may need to be returned. Returns are governed by these Terms and Conditions. Upon receipt of Goods they should be kept in a cool, dry place.

1. If you receive Goods which do not match those that you ordered, unless accompanied by an explanatory note detailing the changes, stating reasons for the changes and setting out your options, you should contact us and arrange to return the Goods within 7 days. FP Group are responsible for paying shipment costs. You will be given the option to have the Goods replaced with those ordered (if available) or to be refunded through the payment method used by you when purchasing the Goods. Refunds and replacements will be issued upon our receipt of the returned Goods.
2. If any Goods you have purchased have faults when they are delivered to you, you should contact FP Group within 48hrs of delivery to arrange collection and return. FP Group are responsible for paying shipment costs. Goods must be returned in their original condition with all packaging and documentation. Upon receipt of the returned Goods, the price of the Goods, as paid by you, will be refunded to you through the payment method used by you when purchasing the Goods.
3. If Goods are damaged in transit and the damage is apparent on delivery, you must sign the delivery note to the effect that the goods have been damaged . In any event, you should report such damage to FP Group within 48hrs to discuss options such as a replacement or refund.
4. If you wish to return Goods to FP Group for any of the above reasons, please contact us using the above details.
5. FP Group reserves the right to exercise discretion with respect to any returns under these Terms and Conditions. Factors which may be taken into account in the exercise of this discretion include, but are not limited to:
 1. Any use or enjoyment that you may have already had out of the Goods;
 2. Any characteristics of the Goods which may cause them to deteriorate or expire rapidly;
 3. Any discounts that may have formed part of the purchase price of the Goods to reflect any lack of quality made known to the Customer at the time of purchase.

Right To Cancel Statement

You have the right to cancel any order made, unless the order has already been processed in which case we will be unable to cancel the order.

Complaints Handling Policy

We sincerely hope that you never have cause to complain about our service or products.

However, if you do, please call or email us. We will try to acknowledge your complaint within 1 working day, and say how we propose to resolve it within 5 working days.