

## Returns

If you need to return all or part of your order, please contact our sales team on 01457 866911 first, they will then be able to fill out a Returns Form and arrange for the return of goods as set out below.



## High Peak Steels Returns Policy

In circumstances where a customer wishes to return the goods, the following information stipulates the terms under which returns are possible. Where a return of goods is agreed, an additional cost will apply and be subject to the conditions below, once payment is received, we will instruct Our transport team to collect the goods from yourselves, they will contact you to arrange a suitable time / day for collection.

Exchange of goods will be at the discretion of High Peak Steels, unless a genuine error of supply or size can proven, there will be a restocking and transport charge agreed and applied prior to material being returned.

Upon receiving the goods back, we will photograph and issue the refund accordingly subject to inspection.

Please read the points listed below so you are fully aware off our terms and conditions, by submitting payment you are agreeing to the below conditions.

- All collections are at the purchaser's risk.
- This is an uninsured collection service due to our carrier's
- High Peak Steels will not be held liable for lost or damaged goods.
- If the goods are damaged in transit they will not be eligible for a refund and the carriage charge will not be refunded.
- We advise that the items are packaged as well as possible by the customer, so damage is prevented, and the refund can be processed.
- We will not refund the original delivery cost, or the cost to us of delivering the goods to you if you received free delivery. We do **not** accept returns of custom, special orders, **or cut to length items.**
- Products should be returned, together with the Delivery Note within 14 days, in original undamaged packaging. **All goods must be clearly identifiable with a label attached and packaged by the customer in a suitable box / pallet / container.**
- If we find that a product has not been returned to us in fully re saleable condition, or is damaged, we reserve the right to refuse a refund on the item or to reduce the amount of the refund to reflect the condition of the goods.
- Any refund due will be credited to the original card of purchase within 3-5 working days of us receiving and inspecting the goods.
- Our refund policy runs alongside your rights under the Distance Selling Regulations which allows you to cancel your contract order with us (e.g. if your product is not wanted) within 14 working days of receipt **unless it's a special custom order or item cut to length.** You will be responsible for the cost of returning the goods to us and the goods must be returned in accordance with the above conditions. The distance selling regulations do not apply to B2B transactions or custom or special orders.
- Special Orders are non-returnable. A special order is defined as any standard size stock item that has been cut to a specified length or B2B (Back to Back ). Exceptions to this are where High Peak Steels have not cut to the order length, provided the wrong material, or damaged the stock beyond reasonable use.