Logo

Description automatically generated**Returns/Refund Policy**

For all returns, please contact our office on 01782 814449 or email us at [addecolimited@gmail.com](mailto:addecolimited@gmail.com)

Thanks for shopping at Addeco LTD. If you are not entirely satisfied with your purchase, we're here to help.

Returns of products that are delivered faulty, damaged or not as described

If on delivery your goods are faulty, damaged or not as described:

* Contact must be made within 1 working day via email or phone to report anything faulty, damaged or not as described
* You have 14 calendar days to return an item from the date you received it.
* To be eligible for a return, your item must be unused and in the same condition that you received it.
* Your item must be in the original packaging.
* Your item needs to have the receipt or proof of purchase.
* It is the responsibility of the customer to return the goods at their own cost.
* Collections may be arranged at a minimum charge of £50 (depending on job order)
* All returned goods will also incur a 20% handling charge.
* Any products damaged or chipped in the return process will not be refunded for

We can not accept returns of any products which are delivered in bulk bags as these are only safe for single use and cannot be re-collected or redelivered

Refunds

In the unlikely event that a product is faulty, not as described or delivered damaged we will organise the exchange or refund.

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item. If your return is approved, we will initiate a refund to your original method of payment. Any original delivery charges are non-refundable and will NOT be refunded for. You will receive the credit within 14 days, depending on your card issuer's policies.

Collection & Delivery

You will be responsible for paying for your own costs for returning your item.

Collections may be arranged at a minimum charge of £50 (depending on job order)

Terms and Conditions

* All goods remain the property of Addeco LTD until paid for in full.
* All sizes are approximate
* All prices are subject to change without notice
* Photographs are for guide purposes only
* We encourage customers to come and view the product prior to ordering online
* Any bespoke or special orders can not be cancelled or refunded for
* With natural stone products you can get a variation of colour, texture, shades and markings. Unfortunately, this is unavoidable and will not be refunded for
* Please allow for 10% damages, breakages, chips as this is the standard breakage allowance and will not be replaced, exchanged or refunded

Contact Us If you have any questions on how to return your item to us, contact us.

Our Returns Policy is in addition to your legal rights