

# **CANFOLD INDUSTRIES LTD.**

## **CANCELLATIONS, RETURNS AND REFUNDS**

Supply to order items may not be returned.

If the products have been received or dispatched to you, and it is your intention to cancel, then the goods should not be unpacked on arrival and very important must be returned on the original pallet they are supplied on for protection. The goods must also be returned using our transport company to minimise the risk of damage and by arrangement with our transport department on a named day collection. Please call our customer service department to arrange on 1-855-CANFOLD (1-855-226-3653) or email [info@canfold.com](mailto:info@canfold.com).

While in possession you must keep any products you intend to return to us in good condition. You will be responsible if they are lost, damaged, or destroyed whilst they are in your possession as ownership of the goods and title pass to you on delivery.

The goods must be returned to us in good condition and within 14 days of receipt by you and we reserve the right to check on arrival back at our premises that there is no damage or missing parts.

On arrival back at our premises we will refund all monies paid by you less the cost of collection of the products, a 15% handling charge and less any costs for damages or missing parts.

### Transit damage

If the product is received by you and has transit damage to the outer package then this must be noted when signing the carrier's delivery note or hand held computer. If it is obvious that the whole set has been damaged during transit then you can refuse delivery and ask for a replacement set to be sent.

### Manufacturing faults on arrival or missing parts

If when unpacking the goods and within 48 hours of delivery you find that there is a manufacturing fault or missing parts then there is no need to return the full set as you can contact our customer service department on 1-855-CANFOLD (1-855-226-3653) or email [info@canfold.com](mailto:info@canfold.com) and we will send out replacement parts.

### Guarantees against future manufacturing faults

See on the Website assembly and installation instructions, and care and maintenance instructions.

Customer service helpline: 1-855-CANFOLD (1-855-226-3653) or email [info@canfold.com](mailto:info@canfold.com)