

RETURN POLICY

How you return your goods will depend on when you purchased them and why you want to return them. This policy applies to retail customers and trade account customers, please contact your Account Manager for information on returning products.

1. I'VE CHANGED MY MIND OR ORDERED BY MISTAKE

Returning a Product Ordered Online or Over the Phone or by Email

- 1.1 If your item was bought online or over the phone or by Email, as a customer you have consumer returns rights under the Consumer Contracts Regulations.
- 1.2 The Consumer Contracts Regulations gives you a cancellation period that starts the moment you place your order and ends 14 days from the day you receive your goods.
- 1.3 You must notify East Riding Horticulture Ltd. within this cancellation period that you intend to return the goods by email to sales@erh-ltd.co.uk
- 1.4 You then have a further 14 days from the date you notify East Riding Horticulture Ltd to return the goods to us.
- 1.5 For any order that is returned to us under this section, a return cost will be payable by the customer.
- 1.6 East Riding Horticulture Ltd can arrange the collection. Due to the hazardous nature of many of East Riding Horticulture Ltd products, it is recommended that you allow East Riding Horticulture Ltd to arrange collection using an authorised carrier. Additional charges may incur.
- 1.7 If you choose to return the item yourself or by using a courier, East Riding Horticulture Ltd will not reimburse any costs and returning items will be at your own risk. You should obtain proof of postage.
- 1.8 Please note that there will be a restocking fee to cover warehouse and administration costs. All costs will be deducted when your refund is processed. The return of correctly dispatched Goods of saleable quality shall be subjected to a 10% restocking charge plus any delivery charges. The minimum restocking charge is £10.00 plus any delivery charges.
- 1.9 Your refund will be authorised and paid within 14 days after the goods have been returned and inspected.
- 1.10 The refund will be issued to the same method as the initial payment was made.
- 1.11 Please note we are not able to accept returns under this section for the following reasons:
 - 1.11.1 Special order items.
 - 1.11.2 If sealed packages have been opened or used.
 - 1.11.3 Orders purchased under any Trade terms and conditions.

RETURNING A PRODUCT ORDERED IN STORE

- 1.12 If your item was bought in store, as a customer you have consumer returns rights under the Consumer Contracts Regulations.
- 1.13 You have 30 days to return the product to the store in person.
- 1.14 You must provide proof of purchase.
- 1.15 Please note that there is a restocking fee to cover warehouse and administration costs. All costs will be deducted when your refund is processed. The return of correctly dispatched Goods of saleable quality shall be subjected to a 10% restocking charge plus any delivery charges. The minimum restocking charge is £10.00 plus any delivery charges.
- 1.16 Your refund will be given at point of return after the goods have been inspected.
- 1.17 The refund will be issued to the same method as the initial payment was made.
- 1.18 Please note we are not able to accept returns under this section for the following reasons:
 - 1.18.1 Special order items.
 - 1.18.2 If sealed packages have been opened or used.
 - 1.18.3 Orders purchased under trade terms and conditions.



RETURN POLICY

2. MY GOODS ARE DAMAGED OR FAULTY

- 2.1 You have the legal right to a full refund if you return your faulty or damaged goods within 30 days of receiving them.
- 2.2 You will need to inform East Riding Horticulture Ltd. of the fault within 3 days of receiving them by emailing sales@erh-ltd.co.uk with photographic evidence of the fault or damage.
- 2.3 If you inform East Riding Horticulture Ltd. of faulty or damaged goods between 3 days and 6 months of receiving them, East Riding Horticulture Ltd. reserves the right to repair or replace the goods.
- 2.4 If the repair or replacement is unsuccessful, you can then ask for a refund.
- 2.5 If you inform East Riding Horticulture Ltd. after 6 months of faulty goods, you are responsible for providing evidence that the fault was present at the time they were delivered.

3. RELEVANT LEGISLATION

- 3.1 The most important statutory rights for returning your shopping comes from two pieces of legislation - the Consumer Rights Act 2015 and the Consumer Contracts Regulations.
- 3.2 These two regulations cover the return of unwanted goods bought online or over the phone and your right to return faulty goods bought online or over the phone.

