

1. Damaged, Missing or Incorrect Orders.

Dawbarn and Sons Ltd will endeavour to ensure that you receive your order in perfect condition. If you do not receive all your products ordered. Please e-mail us at sales@dawbarn-evertaut.co.uk or telephone 01945 461741 where your enquiry will be dealt with.

2. Cancellations and Returns.

You can cancel your purchase at any time either before or up to 14 days after delivery by returning the product to Dawbarn and Sons Ltd by e-mailing us at sales@dawbarn-evertaut.co.uk or telephoning us on 01945 461741 Please have your order reference number and delivery details to hand; It should be returned with

the original box, packing and accessories. Software must be sealed. Any 'Free Gifts' received with the product must also be returned.

We do not operate a try before you buy policy, If you wish to return goods which are not faulty,

*You will receive a refund excluding postage and packaging cost,

Please supply copy invoice with any return.

Return of Faulty Goods.

The following are guidelines. Wherever possible we will respond to your individual circumstances.

To qualify for a refund or exchange the product must be:

In otherwise "as new" condition; and In addition to your statutory rights, if you wish to return goods outside of the 7 days cancellation period, we operate a 14-day

faulty returns period. Goods found to be defective within 14 days can be returned for a full refund or replacement. Goods found to be tampered with by the customer will not be replaced, but will be returned at the customer's expense.

If your goods arrive faulty or damaged, or a fault becomes apparent in the first 14 days after delivery, we will either provide a full refund or despatch new goods as

soon as possible after the faulty goods have been returned and tested. Please call 01945 461741

to acquire a returns number, Only when a Returns number is issued

can you return the goods to us. Any items returned to us without a Returns number will be returned

to you at your expense. All goods returned as faulty will be fully

tested by our returns department to confirm that they are faulty, in the event that the item is not

faulty it will be returned at your expense. All goods must be returned

via recorded delivery, If you choose another method of return, you must bear the costs. Any

product returned damaged will be returned at your cost and a refund will

not be granted.

Exceptions. Some items cannot be returned these may include: special and made to order

products, please check at time of ordering which products fall within this

category.

Returns Address:

Dawbarn and Sons Ltd, Harecroft Road, Wisbech, Cambs, PE13 1RL

3.*Re-Stocking Fee

*Special order and non stock parts including bulk sale items may be subject to a 20% restocking fee, provided you return the product complete, unused and packaging

undamaged and in 'as new' condition (e.g. if you have opened the box to examine the product you must have done so without damaging or marking the product in

any way. Any product returned damaged will be returned at your cost and a refund will not be granted.

4. Special order returns.

**** Special order and some non stock items cannot be returned as we are unable to return these items to source, please check when ordering if the required parts fall under this policy ****

Warranty Claims.

All products purchased from Dawbarn and Sons Ltd are subject to a 12 month warranty period. Any defect must not result from fair wear and tear, improper operation, overloading, accident, neglect or alteration after leaving our site.

Any warranty claim can only be settled once a full investigation has taken place, this may need to go through Dawbarn and Sons Ltd and their supplier(s) processes so claim can take some time.

For further information regarding our returns & refunds policy please contact below:

Dawbarn and Sons Ltd, Harecroft Road, Wisbech, Cambs, PE13 1RL

Tel: 01945 461741 or via email sales@dawbarn-evertaut.co.uk