

All our trade returns are now directed to and processed by our Denton depot. The returned items are then checked, accepted or rejected. The returns procedure is completed within 7 - 14 days from receipt.



No exact number of days can be quoted for a refund. We will endeavour to process any refunds back onto your account well within the time frame i.e. the 14 days quoted.

Please can we take this opportunity to remind our customers to put completed returns forms in the box items are returned in. A fully completed return form will speed up the processing of your credit.

If returns are received with no paperwork or returns form, the returns will be rejected and after 3 months will be disposed of if the information has not been received by that deadline.

No credits will be issued until the procedure at the Denton depot has been completed.

Should a part have clear and undeniable evidence of early failure, it may be returned with the appropriate Qualtex return form fully documented. Dealers should ensure there is no physical damage evident on the part concerned and be completely satisfied the return is justified. Goods are sold as non-returnable unless prior agreement has been agreed by the company.

The company may, at its discretion, charge a minimum restocking fee of 33% of the value of returned goods.

The following goods may not be returned to us for credit:

- a) Goods which have been specially ordered at your request
- b) Goods that are not in their original packaging
- c) Goods that have already been used or fitted
- d) Goods with damaged original packaging and/or which are not in a resalable condition
- e) All timers and modules are sold on a non-returnable basis
- f) Goods that are no longer required must be returned within 14 days

Deadlines for submitting returns:

- Faulty parts - no later than 90 days from date of invoice.
- Transit damaged items - no later than 3 days from date of invoice.
- Item missing from order - no later than 3 days from date of invoice.
- Wrong item received - no later than 7 days from date of invoice.
- Ordered in error - no later than 14 days from date of invoice.
- Unwanted stock - no later than 14 days from date of invoice (33% restocking fee).

Non-returnable items including low-value products:

We do not accept returns on items with a sale value of £1.50 or less excluding VAT.

*****PLEASE BE AWARE*****

ANY ADDITIONAL ITEMS THAT ARE RETURNED, THAT HAVE NOT BEEN AUTHORISED ON THE ORIGINAL REQUEST WILL BE DESTROYED ON RECEIPT.