



Returns Policy

Unless incorrectly supplied or deemed to be faulty we cannot accept the return of:

- Goods that have been embroidered, badged or printed.
- Goods that have been assembled in line with your requirements.
- Goods that have been specially procured in line with your requirements and do not form part of our standard range.

Customers may return any item purchased from our standard product range within 30 days of delivery providing it is in the original packaging and suitable for resale.

Should an error occur due to a manufacturing fault, you may return the item to be sent on to the manufacturers for inspection and assessment, if deemed to be a manufacturing fault the item will be replaced free of charge. If the item is no longer available, an alternative item or credit will be offered. Should the item be assessed as wear and tear or miss use, no credit will be issued and you will have the option to pay for the item to be returned to your address. (Please allow up to 30 days for this to be completed)

Should an error occur due to an incorrect product being issued by LA Safety, Please complete the returns paperwork stating your order details along with details of the error and send to sales@lasafety.co.uk along with a contact number.

Please complete the returns form and ensure that this is approved prior to returning any items. Print a copy of the completed form and send back with the item to ensure your refund is processed. Failure to complete the returns form and including a copy with the returned goods will result in no refund being issued.

All items being returned to LA Safety due to an error or for manufacturer's inspection must be accompanied with the relevant returns paperwork. Return the item via Royal Mail recorded standard delivery. Please enclose a copy of your receipt for the postage and this will be refunded once we have completed all checks and validated the return request. Please ensure you retain your proof of postage as we are not responsible for any items that are lost in transit; this is covered by Royal Mails insurance.

This does not affect your statutory rights.

Regards.

Martyn Bailey

LA SAFETY SUPPLIES LTD

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