



Berkeley Stainless Fittings Ltd

### **Berkeley Stainless Fittings Limited – Returns Policy**

Updated: 12/01/2024

#### **Faulty or wrong goods.**

You have 14 days from the receipt of the item/s to contact us. We will arrange a collection and initiate a refund to your credit card (or original method of payment). You will receive the credit within a certain amount of days, depending on your card issuer's policies, or immediately if you have credit account terms with us. To be eligible for a return, your item must be unused and in the same condition and packaging that you received it.

#### **Incorrect items ordered.**

You have 14 days from the receipt of the item/s to contact us. You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. You will receive the credit within a certain amount of days, depending on your card issuer's policies or immediately if you have credit account terms with us. To be eligible for a return, your item must be unused and in the same condition and packaging that you received it.

#### **Goods received damaged or Incorrect (Item/Qty)**

As per our standard [Terms & Conditions](#) - If an item arrives which is damaged, You have 3 days from the receipt of order to advise us of the damages. (If item is tubular or section lengths, goods MUST be signed for as damaged) goods will then be replaced at our costs. If tubular or sections lengths have NOT been signed for as damaged, we reserve the right to reject your claim.

If an order arrives with shortages/incorrect quantities. You should advise us within 3 working days from receipt of the order. Sadly, if advised after 3 days we reserve the right to refuse your claim.

#### **Bespoke fabricated products.**

If items we've supplied are made to order, we unfortunately cannot accept any form of return/refund unless the product wasn't made in accordance with the supplied drawing/description and or has quality issues. Please contact the salesperson/branch.

#### **All other instances (goods no longer required etc)**

You have 14 days from the receipt of the item/s to contact us. You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. The company reserves the right to charge a reasonable restocking charge. This could be a lump sum, or a percentage of the invoice value. This is to cover admin costs, and warehouse costs. All delivery costs to be paid by the buyer.

#### **Berkeley Stainless Fittings Limited**

13 Brookgate, South Liberty Lane,  
Ashton, Bristol, BS3 2UN

VAT Reg. GB 609306745

Company Registration: 3549436

[www.berkeleystainless.co.uk](http://www.berkeleystainless.co.uk)

[sales@berkeleystainless.co.uk](mailto:sales@berkeleystainless.co.uk)

**0117 9665544**





Berkeley Stainless Fittings Ltd

**Please follow this process for returning goods:**

- Call or email the branch you purchased the goods from.
- Email: [Bristol Branch](#) OR [Oldham Branch](#)
- Return Address (Unless specified): 13 Brookgate, South Liberty Lane, Ashton, Bristol, BS3 2UN

**Do not send or return goods without authorisation.** Please do not return any goods unless agreed with BSF. In most cases you will be issued with a returns/collection note. This will enable our warehouse to identify the return, and we can process it more efficiently. In the case where you've returned the goods, we recommend that you retain proof of postage or tracking number, as in the event that we do not receive your returned goods, we will ask you to provide proof of delivery. We reserve the right to refuse a refund/credit if you are unable to provide proof of delivery.

**Berkeley Stainless Fittings Limited**

13 Brookgate, South Liberty Lane,  
Ashton, Bristol, BS3 2UN

VAT Reg. GB 609306745

Company Registration: 3549436

[www.berkeleystainless.co.uk](http://www.berkeleystainless.co.uk)

[sales@berkeleystainless.co.uk](mailto:sales@berkeleystainless.co.uk)

**0117 9665544**

