

Please complete our Online Discrepancy Form before returning any goods. Once we receive the form, a member of our Customer Service Team will reach out to guide you on the next steps.

We encourage you to review our returns policy below thoroughly before initiating a return.

1. Reporting Missing or Damaged Goods:

It is very rare that our customers experience issues with their orders such as receiving a different quantity of items to expected or finding a damaged item within the delivery. However, should this occur please follow the below steps:

1. Please complete the Online Discrepancy Form within 2 working days of receipt of delivery. ([button to Online Discrepancy Form](#)).
2. Upon receiving the completed Discrepancy Form, a member of our Customer Service Team will contact you to advise on the next steps.

We may request photographic evidence, so please be sure to take photos as soon as you notice the discrepancy.

If, after investigation, the error is found to be with Conro Electronics Ltd, we will arrange for our carrier to visit your location and collect the goods. In some rare cases, we may request that you dispose of the goods.

Before collection, we will provide you with a "Sales Return" document. This document must be attached to the outside of the box in which the goods will be shipped back to us. Failure to attach the Sales Return may delay the processing of your return.

Please DO NOT return any items before receiving the Sales Return. If the return is required due to another issue, we may ask you to return the items at your expense.

Ensure the goods are packed securely to arrive in "resalable" condition. Failure to pack sufficiently may result in rejection of the return.

If you need any assistance, please feel free to contact our Customer Service Team on +44 0208 953 1211. Please note that they may still request you to complete a Discrepancy Form.

2. Returns of Unwanted Goods

In exceptional circumstances, we may accept returns of unwanted Goods at our sole discretion. Returns are rare and is dealt with on a case-by-case basis, however if a return is accepted it will be subject to the below:

- **Request Timeframe:** Requests must be made within 5 working days of the delivery date.
- **Condition:** The goods must be in resalable condition. This means it must be in the original packaging, unused, unopened, in perfect condition with no additional labelling or marking.
- **Return Timeframe:** If a return is accepted, the goods must be returned and delivered to us within 5 working days of the acceptance.
- **Return Costs / Liability:** The customer is responsible for organising return of the goods with their own courier and is responsible for the goods. Please ensure that the goods are adequately packaged to prevent damage (we recommend shipping in the original packaging supplied). Returns will be subject to inspection on return to us.
- **Restocking Fee:** Returns are subject to a Restocking Fee of 30% of the value of the goods or £50.00 / €75.00 / \$75.00 (whichever is greater).
- **Credit method:** Any refund will be issued as a **credit note only** and a refund will not be issued for the original delivery charge.

Please note return requests for the below reasons will not be accepted:

- **Made to Order / Supplied to Order:** Returns will not be approved for materials that are made to order or supplied to order.
- **Shelf-Life Items:** Return requests for items that are shelf life controlled will not be accepted.
- **Shelf-Life Requirements:** We will not accept return requests based on shelf-life length or percentage unless these requirements were clearly stated in the "Order Notes" section at the time of purchase. Please see our shelf-life policy for more info: <https://www.conro.com.tradeitlive.com/shelf-life-policy/>
- **Dented Cans:** Cans that are dented during transit but do not impact the quality of the product are not eligible for return.
- **Refrigerated / Freezer Storage Materials:** We cannot accept returns for materials that require storage outside of normal room temperature conditions.

To request return of unwanted goods, please follow the below steps:

1. Please complete the Online Discrepancy Form within 5 working days of receipt of delivery. (button to Online Discrepancy Form).
2. Upon receiving the completed Discrepancy Form, a member of our Customer Service Team will contact you to advise on the next steps.

Please note: Our standard Terms and Conditions of Sale apply to all online transactions. We encourage you to review them carefully.

1 Record of change

Date	Revision	Record of change
15/01/2021	1	First formal issue
15/08/2024	2	Full document revision and removal of "online" from the title.