

# KARTELL UK RETURNS & QUERIES POLICY 2018

## HOW TO RETURN YOUR ITEM TO US:

1. Ensure you have a copy of your delivery note or sales order acknowledgment. We will need either our SO (sales order number), SI (invoice number), CP (delivery note) or PO (Purchase order) number to process your return.
2. Email our collections team: [returnswigan@kartelluk.com](mailto:returnswigan@kartelluk.com)

## WHEN WILL MY ITEM(S) BE COLLECTED?

If your item has been approved for collection, we will collect this on your next delivery. Items will only be collected from the location they were delivered to.

Further details on our returns policy are listed below. We aim to respond to all queries within 48 hours.

## General Queries

If your query falls into any of the below 3 categories please email [querieswigan@kartelluk.com](mailto:querieswigan@kartelluk.com)

Invoicing Errors • Price Discrepancies • Proof of Delivery Requests

## Returns

If you need to return your goods please email [returnswigan@kartelluk.com](mailto:returnswigan@kartelluk.com)

### Goods Damaged On Delivery

If your goods arrived damaged, you are welcome to reject the goods on delivery and the driver will return them to our warehouse. Please ensure you mark the paperwork to state what items you are returning.

If you are unable to reject the goods, please ensure you contact us within 48 hours to notify us of the damages and we will investigate further. You will need to provide proof of the damages via email. Send any photos of damaged goods to [returnswigan@kartelluk.com](mailto:returnswigan@kartelluk.com)

Important note: baths and some large radiators must be inspected on delivery. Damage claims for these items will not be accepted unless marked on the despatch note and the item must be returned with the driver.

Please note that Kartell UK Ltd. will not be responsible for any damages once the goods have left the address to where Kartell delivered them.

### Collection of Orders from Kartell's Premises

All goods collected from Kartell's premises must be inspected upon collection by the person collecting them. Any discrepancy or damage must be identified and reported at the time of the collection. No claim will be accepted once the collected goods have left Kartell's premises.

### Installation Of Faulty Products

If you have installed a faulty product, you will need to fill out our fault form. Please contact our returns team.

We must be notified of the fault immediately. The item must be left on site until a member of staff has notified you otherwise.

### Cancellation / Ordering Error / Unwanted Goods

If you need to cancel your order or you have made a mistake on your order, please notify us at your earliest convenience. If your goods have been delivered, there will be a restocking charge to return them.

15% restocking charge generally applies to returns of unwanted items. However, please note that 35% restocking charge will apply to all unwanted baths and certain large radiators.

A collection charge might also apply depending on the area we need to collect, please contact our returns team for further details.

Please note that unwanted items must be returned in a resalable condition, in their untouched original packaging. We reserve the right to refuse the credit of any unwanted item if the packaging has been tampered with.

### Shortage (Missing items) / Picking or Processing Errors

Should you be missing any items from your delivery, or you believe you have been sent an item in error, please contact the returns team within 48 hours of delivery and a member of the team will be happy to look into this for you.

### Missing Parts

If any products delivered are missing parts, please email our Spares Department: [wiganspares@kartelluk.com](mailto:wiganspares@kartelluk.com)