



Universeal Cancellations, Returns and Refund Policy

It is understood that each order is placed with the purchaser's full acceptance of all general conditions established by the seller.

- 1. 28 days to Return** - If you are unhappy with your order, you may return it to Universeal strictly within 28 days of the date of delivery. The item must be in its original condition, with all packaging materials, leaflets, brochures, information sheets and accessories intact. We reserve the right to refuse returns or to charge you for our reasonable cost if the product is received otherwise than in accordance with these requirements. Universeal reserves the right to charge a restocking fee of up to 25% of the order value to cover administrative and logistical costs incurred. After the elapsed period (28 days) we will no longer accept any returns and we will dispose of any returned goods as waste - we will not offer refunds on goods returned after the 28 day period. **This does not affect Your Statutory Rights.**
- 2. Defective Items** - If the item is defective, please contact the Universeal Technical Team where we will discuss the defect and, if necessary, arrange to assess the item in person. Universeal will work with you to resolve any issues that may arise. If it cannot be rectified, we will at our discretion arrange to replace the item.
- 3. By Law** - By law, customers in the European Union also have the right to withdraw from the purchase of an item within seven working days of the day after the date the item is delivered. This applies to all of our products.
- 4. Returning Items** - We regret that we cannot accept cancellations of contracts for the purchase of products where the item has been unsealed or used. To cancel your purchase within the seven-working-day cooling-off period, please notify Universeal by phone, fax, email or letter, stating the reason for the return. Please package the relevant item(s) securely and return it to us within 28 days following the date that the item was delivered to you. For your protection, we recommend that you use a recorded-delivery service if the value of the return is more than £50.00. Please note that you will be responsible for the costs of returning the items to us unless we delivered the item to you in error, or if the item is damaged or defective. If we do not receive the item back from you with the delivery slip, we may arrange for collection of the item from your residence at your cost.
NOTE: On special promotional offers (including but not limited to 3-for-2 deals), all purchased items must be returned, unopened and in good condition for a full refund (minus shipping). The third item (no 3) of the 3-for-2 deal is supplied Free of Charge (FOC) as part of this offer and has no monetary value - it is considered your extra item and is counted last in returns & refunds (first paid item = no 1, 2nd paid item = no 2, 3rd item FOC = no 3). If you keep or use one or more of the promotional products and decide to return any goods, we will refund the value of the returned items excluding the third item (no 3) in the offer. For example, if you purchase 3 items at £60 each on a 3-for-2 you pay £120 total: You use one item and send the 2 remaining items back - we calculate your refund based on you using a paid item (no 1) and are returning the other paid item (no 2) and the FOC item (no 3) making the refund total £60. If you purchase 3 items at £45 each on 3-for-2 and pay £90: you use two items (no 1 & no 2) we count these as paid items, making the third bottle the FOC item (no 3). If you send back the third item you will not qualify for any refund as it is assumed as the FOC item. Sample bottles (25ml/150ml) are tester/demonstration products and not considered a full retail item, as such they are deemed non-returnable.
- 5. Refunds** - Once we have received your returned items (in unopened, undamaged resellable condition only), we will refund the relevant part of the purchase price within 7 days. If a credit or debit card has been used, the money will be refunded to this card and can take up to 30 days to appear on the card statement. We cannot refund any priority, express or courier component of the postage charge - if returning for any reason other than damage or defective, we will deduct relevant shipping fees from your refund whether your order qualified for our free shipping promotion or not. For more information on your right to withdraw from your purchase within the seven working day cooling-off period, visit the Department of Trade and Industry's website at: <http://www.dti.gov.uk/consumers/buying-selling/distance-selling/index.html>

Continues overleaf >



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MADE IN THE UK



Universeal Cancellations, Returns and Refund Policy (cont.)

- 6. Charges** - Return Charges will be assessed to the recipient together with the original Charges, unless the Shipment was undeliverable due to the fault of the carrier or Universeal. Also included will be any other Charges incurred by the carrier or Universeal including but not limited to duties, taxes and storage fees, if applicable.
- 7. Delivery and handling of goods** - You are responsible for inspecting your shipment upon delivery. If the courier attempts to deliver your order and you can see damage or visible leaks from the packaging you should refuse to take delivery of the goods. Universeal will accept no liability if any issues arise after you have signed for the shipment, barring a manufacturing defect. Upon receipt of your goods, you should open the packaging in a safe, suitable outdoor environment. Despite Universeal's best efforts with robust, layered packaging, there is always a small risk that damage or leakage could occur during transit. Universeal chemicals have the potential to damage sensitive surfaces if left unattended and Universeal does not recommend that you store them indoors unless specifically indicated.
- 8. Claims for Damage** - All claims must be made within 24 hours from receipt of delivery and notified in writing to Universeal within 7 calendar days after delivery of the Shipment, failing which no action for damages may be brought against the carrier or Universeal. Receipt of the Shipment by the Recipient without written notice of damage on the delivery receipt is prima facie evidence that the Shipment was delivered in good condition. As a condition for the carrier considering any claim for damage the Recipient must make the contents, original shipping cartons and packaging available for inspection by the carrier and Universeal. Universeal and the carrier reserve the right to inspect damaged Shipments on the customer's premises as well as the right to retrieve the damaged Package for inspection at the carriers or Universeal facility. All of the original shipping cartons, packing and contents must be made available for inspection by the carrier and Universeal and retained until the claim is concluded.
- 9. Claims for Missing Goods** - All claims must be made within 14 days of order dispatch date in writing to Universeal, failing which no action for missing delivery may be brought against the carrier or Universeal due to contractual terms of business between the two parties.

Other statutory rights

For more information about your other statutory rights, please visit the Department of Trade and Industry's Consumer Gateway website at: <http://www.consumerdirect.gov.uk/>



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