



## Returns Policy

We believe that you will be delighted with your order but there may be occasions where you feel it necessary to return an item. These terms do not affect your statutory rights.

No returns will be accepted or processed without a Return Materials Authorisation (RMA) numbers being issued by Dudley Industries Ltd. Goods are not supplied on a trial basis. Customers are responsible for verifying suitability and compatibility of goods prior to purchasing.

### Faulty Goods within 30 days of purchase:

If there is a fault with your product you may return the product within 30 days of delivery for repair, replacement or refund. Please email [jill.mcdermott@rentokil-initial.com](mailto:jill.mcdermott@rentokil-initial.com) (Quality) and/or [gayle.pearson@rentokil-initial.com](mailto:gayle.pearson@rentokil-initial.com) (Sales) to arrange a return.

Goods must be received back by Dudley Industries Ltd within 14 days of the RMA number being issued. Dudley Industries Ltd will not be held liable for goods lost or damaged in transit. Customers are responsible for the delivery costs of returning goods. Should the complaint be justified upon inspection, then a credit will be issued for the return costs.

When an item is to be replaced or refunded the goods must be in original packaging, and with all original boxes, packing materials, manuals, blank warranty cards and all other accessories and documentation provided by the manufacturer. Goods must be adequately packed and the RMA number clearly displayed without marking the original packaging.

Our promise to replace products or refund your money does not apply to faulty goods where the fault has been caused by accident, neglect or misuse.

All Stainless Steel items which have been manufactured to order and dispensers with logo's where the original artwork has been signed off by the customer, Dudley Industries are unable to accept order cancellations for these products, as they are specially manufactured to order.