

## Authorised Returns

Please ensure you liaise with our sales or service team to authorise a return. Before we can accept any equipment or part/s for return a returns number must be obtained. To obtain a returns number you must meet the following conditions:

- Returns must be requested within 4 weeks of receipt of order, any requested return after this period will not be accepted.
- All authorised returns for credit need to be returned within 14 days of the returns number being issued.
- All equipment needs to be returned unused, in the original packing and adequately packaged to prevent damage during transit. Any damage sustained due to poor packing or inadequate packing will not be credited.

You are responsible for the goods until they reach us. Any failure to comply with the above may result in a credit being refused and the item/s returned to you.

## Unauthorised Returns

- No goods may be returned without prior authorisation from us. Any goods returned without authorisation and a valid returns number will be refused and returned to sender.

## Damaged Goods

- Metcalfe Catering Equipment Ltd must be notified within 24 hours on receipt of damaged items. Any damages reported after this period may not be covered under warranty.
- Our invoice number or your purchase order number along with photo evidence of the damaged items will be required.

## Orders Supplied Incorrectly or Missing Items

- All errors must be notified within 24 hours of receipt of order.
- Model and serial number may be required to verify item compatibility.
- Duplicated orders due to Metcalfe Catering Equipment Ltd.'s error will be credited in full. Metcalfe will arrange the collection, and full credit will be issued on its receipt.

## Orders No Longer Required or Incorrectly Ordered

- A restocking charge of 15% (less original carriage charge if one was applied) will be applied for all items no longer required.
- It is the responsibility of the purchaser to return to us all items no longer required or incorrectly ordered.
- Special orders\* and used goods are non-returnable.

\* **Special orders** are non-stock items or items which cannot be returned to our suppliers. It is recommended that you check the return status when ordering.

**Last updated:** 23 January 2025

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**Metcalfes Catering Equipment Ltd**

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