

## RETURNS POLICY

We always strive to give our customers the best service possible and we want the products we sell to back that up, so if you've bought any stock item from us (marked as 'In Stock' on your original order confirmation email), that you're not happy with, then provided you return it to our Alkerton Oaks warehouse within 10 Days from date of Invoice, we will offer a full refund on the cost of the returned goods. All we ask is that the product/s are returned unused and wherever applicable, in the original packaging.

Return Address:  
BOX15 Ltd Returns,  
Unit 15 Alkerton Oaks Business Park,  
Banbury,  
OX15 6EP

If we've ordered in a part on your behalf in good faith, which would be signified on the site as a 'special order item', then in this instance it's deemed a made to order part and as such we cannot accept these items back unfortunately. We do publish dimensional drawings for the vast majority of our products online and also offer a free of charge sample service on most items, so we'd encourage you to use either or both of these services if you're unsure.

If any of our customers believe they have ordered the correct parts but received the wrong part in error, then we'd ask that the item be returned to our Alkerton Oaks warehouse, along with a note detailing the problem and return postage costs incurred. Once assessed and if we can confirm an error has occurred through our order processing system, then these return postage costs will be reimbursed – and a replacement despatched if necessary.

BOX15 are not responsible for return postage costs unless the product/s are found to be factory faulty or a part has been sent in error. If this is the case, then we would only reimburse postage up to a maximum of whatever we have charged for postage in the first instance. We always encourage customers returning higher value items, to use a 'Signed For Service' or 'Insured' service, as we cannot accept responsibility until a package has been received into our warehouse in Banbury. This does not affect your statutory rights.

Please allow 5-10 working days for us to process refund / credits

**Customers returning electrical items must request a Pre-Authorisation Return Form first**