



CORPORATE POLICY

SHIPPING, RETURNS &
REFUNDS



01952 676 925



info@engineersmate.com

Where Will Engineers Mate deliver to?

We will deliver anywhere in the world. Our next day delivery service includes the UK mainland, Ireland and parts of near-Europe. We will deliver to any address, it does not have to be the same address as where we send your invoice if you are an account customer.

If next day delivery is required, what is the latest order time?

For the vast majority of our products, the cut-off time for next day deliveries is 4.00p.m. Orders placed after 4.00 p.m. will be despatched the following day. Delivery will be confirmed at the time you place the order.

Returns

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

Several types of goods are exempt from being returned. Perishable goods cannot be returned. We also do not accept products that are intimate or sanitary goods, hazardous materials, or flammable liquids or gases.

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back to the manufacturer.

There are certain situations where only partial refunds are granted (if applicable);

- Any item not in its original condition, is damaged or missing parts for reasons not due to our error
- Any item that is returned more than 30 days after delivery

REFUNDS (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

LATE OR MISSING REFUNDS (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at info@engineersmate.com.

SALE ITEMS (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.



EXCHANGES (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at info@engineersmate.com and send your item to:

Engineers Mate Ltd,
Unit 500 Queensway Business Park,
Hadley
Telford,
Shropshire,
TF1 7UL

Shipping

To return your product, you should mail your product to:

Engineers Mate Ltd,
Unit 500 Queensway Business Park,
Hadley
Telford,
Shropshire,
TF1 7UL

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

On behalf of Engineers Mate Ltd



Andy Bowyer
Director

