

Complaints, Cancellation, Returns and Refund policy for Green Merch Limited

This policy summarises some of your key rights and provides information on cancellation and returns. It is not intended to replace the terms and conditions contained in our Terms and conditions, which you should read carefully before you buy any products from us either in person with one of our Green Merch team via our website, by phone or by email

Introduction

We make every effort to fulfil all orders to customers specifications. The ordering process for Green Merch Limited (GML) goods allows you the opportunity to obtain a sample of the goods (often at no charge) before ordering and to approve your print proof or branding before the design, order, printing and delivery process begins. Because once they are printed these specially-manufactured goods have no value to us or to other customers, no returns of properly-printed goods are accepted for return. Blank merchandise may be considered for return by prior agreement with a member of the Green Merch team, any pre agreed returns are subject to a 15% handling fee in addition to the necessary carriage costs to return the product. Incomplete or partial returns will not be accepted. Unauthorised returns are not accepted.

Any printed products returned in violation of this policy will be discarded at Green Merch Limited's discretion.

What if I have a complaint?

Complaints handling procedure

We are committed to providing a high quality service to all our customers. When things go wrong we will endeavour to resolve any complaint or dispute quickly, efficiently and to your complete satisfaction, whenever possible.

If you have a complaint please advise us immediately by email at hello@greenmerch.co.uk

If this is not convenient please call us on 01642 720345.

Depending on the nature of the problem we may ask you to confirm the details by email if you did not choose that option. If the issue is more complex the details of your complaint will be passed to a senior member of staff.

What happens next? Having taken time to investigate the circumstances surrounding the complaint you will be contacted either by phone or by email. We will explain what has happened and we will put forward the solution which we suggest in order to resolve the issue and any corrective action intended.

Once full agreement has been reached it will be implemented in the quickest possible time. In the unlikely event that the problem cannot be resolved at this level a director will become involved in order to bring the issue to a swift conclusion.

In general this procedure should be completed within 48 hours of our receipt of the complaint. However, there may be certain occasions where it will take a little longer. The reason for this will be explained fully at the time. No dispute will be left unresolved and we will always make every possible effort to ensure you are completely satisfied with the outcome.

Customer satisfaction is our paramount objective.

Can I cancel my order?

Because many of the products that are ordered are then printed or branded with customers/clients logos there is a very narrow time window where goods can be cancelled. Therefore, goods/products

that are already in the order process, are already printed or are in the despatch process can not be cancelled, therefore refunds will not be given.

How long do I have to cancel my order?

This is normally anytime BEFORE the customers order has been placed and/or confirmed (if/when that is applicable) or once any confirmation of order has been received from the client by Green Merch Limited at any other time goods/orders can not be cancelled.

When will you issue the refund?

We will any agreed refund payments received from you as follows:

Any agreed Returns (prior in writing by GML) will be refunded within 30 days after receipt of goods in line with this policy providing the goods have been accepted for return in writing from Green Merch limited (prior to any return)

Any agreed Cancellations (prior in writing by GML) will be refunded within 30 days from the date of written confirmation of cancellation from Green Merch Limited.

If you lost your right to cancel because your order has already been confirmed (and goods order process has started) you are not entitled to a refund unless agreed by Green Merch Limited in writing.

How will you refund me?

We will issue the refund using the same payment method you used when you placed your order, unless you have expressly agreed otherwise.

In any case, some returns fees may apply (ie carriage storage, returns surcharge, handling fee, inspection cost, onward return to Green Merch Limited suppliers)

What if goods are faulty or delivered in error?

In the case that you believe you have received a faulty product or order is received in error, please contact a member of the Green Merch Limited team within 7 working days of receipt of the receipt of goods (delivery). Claims made after this time will not be reviewed, considered nor accepted.

Before Green Merch Limited can begin to process a claim, a sample of the goods (quantity will be determined at Green Merch Limited discretion) must be provided for the Green Merch team to review. Green Merch Limited reserves the right to take up to twenty-one (21) working days to process/review a claim from the date of receipt of the goods in question. Any credits, returns, or refunds will be processed within thirty (30) working days after review, unless otherwise noted.

No returns are accepted after 7 working days. A £50.00 fee will apply to all returns exceeding £1,000.00 that are not a result of an error or fault of Green Merch Limited.

In the case of a customer error or unauthorised return (including rejected shipments), the customer is responsible for all costs incurred, including but not limited to return carriage costs back to Green Merch Limited nominated location.

How can I contact you?

If you have any questions or would like to talk to us, please contact us by:

- sending an email to hello@greenmerch.co.uk
- sending a letter to Green Merch Limited, Unit 1B Brighthouse Business Village, Brighthouse Road, Riverside Park, Middlesbrough, TS2 1RT, or
- calling us on 01642 720345 our telephone lines are open from 9.00am to 5.00pm, Monday to Friday

If you have a hearing or speech impediment, you can also contact us using a textphone on 07710 177586

If you would like this policy in another format (for example: audio, large print, braille), please contact us.