

CUSTOMER RETURNS POLICY

Version 1.0

1. PURPOSE

This Customer Returns Policy forms part of the Cosmos Solutions Group Ltd Terms and Conditions of Sale and applies to all Contracts for the supply of Goods unless otherwise agreed in writing.

This Policy sets out the circumstances in which Goods may be returned, the applicable timescales and any associated charges.

2. GENERAL PRINCIPLES

2.1 No Goods may be returned without prior authorisation from Cosmos Solutions Group Ltd ("Cosmos").

2.2 Returns will only be accepted where the Goods:

- are complete and unused;
- are in their original packaging;
- remain in a re-saleable condition;
- have not been customised, modified or specially manufactured for the Buyer.

2.3 Cosmos reserves the right to refuse any return that does not comply with this Policy.

2.4 Any credit issued shall be subject to inspection of the returned Goods.

3. GOODS NO LONGER REQUIRED

3.1 Requests to return Goods that are no longer required must be made within thirty (30) Working Days of delivery.

3.2 Acceptance of such returns remains entirely at Cosmos' discretion.

3.3 Approved returns may be subject to:

- collection charges;
- carriage charges;
- restocking charges.

3.4 Goods returned within 15 Working Days of delivery may be subject to a restocking charge of up to 15%.

3.5 Goods returned between 16 and 30 Working Days of delivery may be subject to a restocking charge of up to 20%.

3.6 Any original delivery charges are non-refundable.

4. DAMAGED GOODS

4.1 Any Goods received damaged must be reported within three (3) Working Days of delivery.

4.2 Where possible, damaged packaging should be noted when signing for delivery.

4.3 Cosmos may request photographs or other supporting evidence before authorising replacement or credit.

4.4 Cosmos may, at its discretion:

- replace the Goods;
- provide replacement parts;
- arrange collection and credit;
- issue an appropriate credit note.

5. INCORRECT GOODS

5.1 Goods supplied in error by Cosmos must be reported within three (3) Working Days of delivery.

5.2 Cosmos will arrange collection of incorrectly supplied Goods and provide replacement Goods where appropriate.

5.3 Incorrect Goods must remain unused and in their original packaging.

6. SHORT DELIVERIES

6.1 Claims for shortages or missing items must be reported within one (1) Working Day of delivery.

6.2 Cosmos reserves the right to investigate all shortage claims before issuing replacement Goods or credit.

7. FAULTY GOODS

7.1 Faulty Goods should be reported as soon as reasonably possible after the fault is discovered.

7.2 Cosmos may require:

- photographs;
- serial numbers;
- manufacturer inspection;
- return of the Goods for testing.

7.3 Where a product is confirmed as faulty, Cosmos will at its discretion:

- repair the product;
- replace the product;
- provide replacement components;
- issue a credit note.

7.4 Where returned Goods are found not to be faulty, Cosmos reserves the right to return the Goods to the Buyer and recover any associated carriage costs.

8. NON-RETURNABLE GOODS

The following Goods cannot be returned unless faulty or supplied incorrectly:

- bespoke or made-to-order products;
- customised products;
- special-order products;
- assembled furniture;
- opened software;
- food and catering products;
- hygiene products;
- products marked as non-returnable;
- any product which cannot reasonably be resold.

9. FURNITURE, INTERIORS AND PROJECT PRODUCTS

9.1 Furniture, interiors and project-based products may be subject to additional product-specific conditions.

9.2 Where additional conditions apply, those conditions shall take precedence over this Policy.

9.3 Furniture returns accepted as "No Longer Required" returns may be subject to enhanced restocking and collection charges due to manufacturer requirements.

10. RETURNS PROCESS

To request a return, the Buyer must provide:

- invoice number;
- order number;
- product code or description;
- quantity;
- reason for return;
- photographs where applicable.

10.2 Cosmos will issue a Returns Authorisation Number where a return is approved.

10.3 Goods returned without a Returns Authorisation Number may be refused.

10.4 Approved returns must be packaged securely and made available for collection on the agreed date.

11. CREDITS

11.1 Credits will only be issued following inspection and acceptance of returned Goods.

11.2 Credits shall be issued against the original invoice value less any applicable:

- restocking fees;
- collection charges;
- carriage costs;
- repair or repackaging costs.

11.3 Credit notes are not redeemable for cash.

12. CONTACT DETAILS

All return requests should be directed to:

Customer Services
Cosmos Solutions Group Ltd

Email: support@cosmosolutions.co.uk

Telephone: 0800 755 5086

This Returns Policy should be read in conjunction with the Cosmos Solutions Group Ltd Terms and Conditions of Sale.