



# Greenmill Returns Policy 2020:

- ✔ Customers can request collection and return of purchases up to 3 months after the purchase date.
- ✔ All in-stock items, apart from refrigerants, are returnable.
- ✔ Refrigerants and non-stock (special) items are not included in our returns policy and are non-refundable.

**Note that discontinued items are also non-refundable.**

- ✔ Returns must be pre-arranged by either a phone call or email to the Greenmill Team. This will generate a Returns Note which lists all items and quantities to be collected. This means an official Returns Note is raised which states all items which are to be collected, along with exact quantities.
- ✔ Only items included on the Returns Note will receive a credit. Any additional collected items which are not on the Returns Note are untraceable and therefore will not receive a credit.
- ✔ All returned products must be in a restockable and resaleable condition, including original box and/or packaging.
- ✔ A 20% handling charge will be applied to all returned items.
- ✔ Goods sent in error, or faulty products, are not subject to a handling fee.