



## CANCELLATION, RETURNS and REFUND POLICY

### CANCELLATION

We aim to process and despatch goods purchased online within 24-48 hours on a next day third party and approved carrier. If you need to cancel an order prior to despatch of goods please contact ARROW Customer Services on 01482 228202 to cancel your order and arrange a refund. We will offer a full refund using the original purchase card details.

Please note: Once goods have been despatched or in transit it is not possible to cancel or vary an order. Please refer to RETURNS and REFUND POLICY to find out how to return goods.

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Our policy lasts 14 days. If 14 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.

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

Items excluded from our refund policy include but not limited to: -

- \* 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 14 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 14 working days.

Late or missing refunds (if applicable)

Arrow Industrial Group Ltd, 930 Hedon Road, Hull, HU9 5QN

**T:** 01482 228202 **E:** [info@arrow-industrial.co.uk](mailto:info@arrow-industrial.co.uk)

**[www.arrow-industrial.co.uk](http://www.arrow-industrial.co.uk)**

Company Registration Number: 4410202 Registered Office: 930 Hedon Road, Hull, HU9 5QN



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@arrow-industrial.co.uk](mailto:info@arrow-industrial.co.uk).

#### 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@arrow-industrial.co.uk](mailto:info@arrow-industrial.co.uk) and send your item to: 930 Hedon Road, Hull HU9 5QN – Please retain proof of return

#### Shipping

To return your product, you should mail your product to: 930 Hedon Road, Hull, ERY, HU9 5QN, United Kingdom.

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.

If you are shipping an item over £75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.