**Website Returns Policy.**

**Returns.** We understand that in un-usual circumstances you may wish to return purchased goods to us and in accordance with the distance selling regulations currently in force our terms and conditions will be as follows:

Goods returned for a refund, which were ordered wrong or no longer required, must be returned within 14 days from delivery of the goods in the original state supplied, un-used, and un-cut. Returned items in these circumstances will be at your own cost.

**Faulty Items:** Goods that are deemed faulty through no fault of your own will be due a full refund including return postage costs on your part once we have inspected the goods and accepted that the goods are indeed faulty. When the package comes back we / our suppliers will inspect the parts in regard to your reported fault (this may include products been sent for test inspection). Should they be found and agreed that they are indeed faulty through no fault of yours, or any existing installation issues, or attack / damage by you or other parties we will full refund your account

**Special Order Items**: Special order items must be paid for in full prior to the seller ordering the goods and are not returnable under any circumstance except where deemed faulty.

**Returns Process:**

1. The Buyer must notify the seller by emailing or providing written details for Goods Returned to the following address: Cambs Glass Ltd, Refurb House, 6 Barnes Close, Brandon, Suffolk, IP27 0NY [info@cambsglass.co.uk](mailto:info@cambsglass.co.uk)

2. The company will on receipt of the returns request, e-mail to you details of the returns policy.

3. We strongly suggest that you obtain proof of postage when returning an item to us, Cambs Glass Ltd does not accept any responsibility for any loss of items by postage until it is in our possession.

4. On receipt of goods we will issue any refunds due within 14 days.