

Returns Policy

This policy is applicable to all orders where the customers have ordered a product incorrectly, or no longer require/want it.

- Products purchased may be returned within the first **30 days**, however freight costs must be covered by the customer
- Products purchased may be returned within the first **1 – 6 months**, a 10% restocking fee applies, and freight costs must be covered by the customer
- Products purchased may be returned within the first **6 – 12 months**, a 20% restocking fee applies, and freight costs must be covered by the customer
- Products purchased over **12 months** prior may be returned, subject to approval
- Galpro Stylex Ltd is not responsible for freight costs or recovery, products that are returned to Galpro Stylex Ltd must be sent freight paid
- Goods will only be accepted for credit if they are returned in their original packaging in an “as new” and saleable condition.
- Proof of purchase is required for all returns.
- Freight Claims - The customer shall inspect all goods immediately upon delivery. In the case of damage, goods must be signed for as “Damaged” and notify Galpro Stylex within 24 hours of delivery.
- All credits and returns are subject to approval, case by case, by the Managing Director or Galpro Stylex Ltd representatives.

Note: Where it applies, the Consumer Guarantees Act 1993 sets out a minimum standards for goods sold by Galpro Stylex Ltd. In the event that goods are sold deficient or faulty, Galpro Stylex Ltd has an obligation to repair, replace or refund.

For faulty products, please see our Warranty Policy