

saneux

# RETURNS POLICY AMENDMENT

COMPANY

Saneux (EU) Ltd., Iain Stewart Centre, Beehive Ring Road, Gatwick, RH6 0PB

REVISED PUBLICATION DATE

04/12/2024

Version 2.2

**9. Returns**

- 9.1 Requests to return goods must be submitted via the returns form and must include product details, the purchase order number, the reason for the return, and accompanying images of the product and packaging.
- 9.2 Requests for items that are damaged or missing must be submitted within 48 hours of delivery.
- 9.3 Requests for items that are no longer required, with packaging in pristine condition, must be received within 45 days and will incur a 12.5% restocking charge.
- 9.4 Requests for items that are no longer required, with packaging in poor condition, must be received within 45 days and will incur a 12.5% restocking charge plus an additional 12.5% repackaging charge.
- 9.5 Special orders and baths are non-returnable.
- 9.6 Collections will only be made from the original point of delivery.
- 9.7 Items damaged after being sent to a third party will not be collected.
- 9.8 Ownership of goods shall remain with the company until full payment has been received for all goods covered by this contract.
- 9.9 If any goods are resold before payment is made, the company's right of ownership shall transfer to the proceeds of the sale or the claim for such proceeds.