

Returns Policy

The purpose of this returns policy is to define circumstances in which GreenBlue Urban Ltd will accept product returns from customers and issue refunds.

Damages/Shortages

1. Any discrepancy relating to the quantity, quality or description of goods must be communicated to GreenBlue Urban Ltd within 48 hours of delivery by telephone and confirmed in writing within seven working days of the time of delivery.
 - a) Any goods received damaged should be notified on the delivery note and within 48 hours of receipt & by telephone to the company. When goods are delivered by a carrier, damage must be noted on their paperwork/terminal at the time of receipt and on the copy kept by carrier.
2. Non-delivery must be notified within 48 hours of delivery by telephone and confirmed in writing within 5 working days of the time of delivery, otherwise no liability will be considered.

Return

1. If you do not require a product within 30 days from the day after delivery and the item is unused, in its original packaging with all parts and manuals in a saleable and complete condition you may request a return providing it's not one of the following:
 - Custom or Bespoke items
 - Arboresin
 - RootStart Professional Mycorrhiza Fungi
 - Aggregates, Soils and Bark
 - Greenwall items
 - Hydroplanter Flex Liner and Hydroplanter Flex fleece
 - Non-stock item (any goods that are not held in stock by GBU and which are purchased specifically at the Buyer's request and/or made to the Buyer's order).
2. Products which are returned for a direct swap or exchanged for a similar product, are subject to 10% restock fee which would be applicable to the invoiced price. Our standard carriage charges will apply for new despatches.
3. Goods may be returned to the Seller only with the Seller's prior written agreement, in addition to any other conditions, which the Seller may at its discretion impose. The return will be subject to a restocking charge. Subject to goods being returned within 30 days (applicable from invoice date), a 25% restock charge would be applicable on the invoiced price.
4. Subject to goods being returned within 90 days (applicable from invoice date), a 40% restock charge would be applicable on the invoiced price.



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5. Products returned after 90 days (applicable from invoice date), will not be refunded, unless otherwise agreed by your Account Manager.
6. Site visits may be required by GBU, before any returns are agreed.
7. All goods must be returned in saleable and complete condition.
8. The Customer is responsible for packing the goods and can also return the goods at their cost by arranging their own carrier. GreenBlue Urban Ltd can arrange the collection for return at £55+ VAT per standard pallet being collected (100cm L x 120cm W). Additional charges may be applied for oversized pallets, special delivery services including HI-AB crane or crane delivery. Please obtain a quote from customer services on 01580 830 800 or email customerservices@greenblue.com. Original delivery charges will not be refunded.
9. Prior to arranging a return, RMA (Returns Merchandise Authorization) will be issued to include the consignment for return.