

## **Returns Policy**

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 that it is not in respect of any 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 are subject to 40% restock fee, which is based on the invoiced price.
3. Products may only be returned to us with our prior written agreement and subject to any other conditions which we may impose at our discretion.
4. Products returned after 30 days from the date of delivery will not be refunded, unless otherwise agreed in writing by your Account Manager.
5. Site visits may be required by GBU, before any returns are agreed.
6. You are responsible for the safe return of the products at your own cost. We can arrange the collection for return at £55+ VAT per standard pallet collected (100cm L x 120cm W). Additional charges, however, 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](mailto:customerservices@greenblue.com).
7. Prior to arranging a return, RMA (Returns Merchandise Authorization) will be issued to include the consignment for return.
8. We reserve the right to amend this Policy from time to time without prior notice.