

GEORGE TAYLOR & COMPANY LIFTING GEAR (MIDLANDS) LTD.
(afterwards called “The Company”)

CONDITIONS OF RETURN

1.1 The Company will consider returns of standard issue and branded stock products listed in our UK printed Price List when items have been ordered incorrectly or delivered in error.

1.2 Custom-made, bespoke, or non-catalogue items, including products manufactured to a specific client request, are not eligible for return, refund, or credit. However, the Company will endeavour to work with manufacturers and clients to provide a reasonable solution where possible.

1.3 Products that have been marked, personalised, or damaged, or otherwise altered in any way, are not eligible for return.

2.1 Returns must be requested within 60 days of the invoice date to be considered.

2.2 Products must be unused, undamaged, and in their original packaging. Items must remain in a fully resalable condition.

2.3 A Company confirmation letter must accompany the return, confirming that the goods have not been used since receipt. This is particularly important for PPE and safety products, to ensure all liability and compliance requirements remain intact.

2.4 Products that have passed their manufacturer’s expiry date or are outside any recommended shelf life will not be accepted for return.

3.1 Customers must obtain a Return Goods Authorisation (RGA) from the Company before returning any items. Returns sent without prior authorisation will not be accepted and may be returned to the customer at their cost.

3.2 The RGA will specify the approved return address, method, and any special instructions for the goods being returned.

4.1 Any agreed return will be subject to a minimum 15% restocking fee, applied to cover administrative, handling, and inspection costs.

4.2 The customer is responsible for return carriage costs, unless otherwise agreed in writing.

4.3 A minimum return value charge of £25 applies to all returns, regardless of the total value of the goods being returned.

5.1 Upon receipt, all returned goods will be inspected by the Company to ensure compliance with the above conditions.

5.2 If the goods meet the requirements, a credit note or refund (less any applicable fees) will be issued within a reasonable period.

5.3 Any goods failing inspection due to damage, use, or non-compliance with return conditions will not be credited and may be returned to the customer at their cost.

6.1 The Company reserves the right to refuse any return where compliance with this policy is not met.

6.2 This policy applies to goods purchased directly from the Company and does not apply to goods purchased via resellers or third parties, unless agreed in writing.

6.3 The policy is without prejudice to any statutory rights the customer may have under consumer protection laws.