

Return and Sample Policy

Returns Policy

Incorrect or Faulty goods:

- If your goods have been sent out incorrectly or are faulty you have 5 working days to notify a member of the concept team to arrange assessment of the garments or collection & replacement.
- If they are faulty, we would need the fault clearly indicated so we can understand what we are assessing.
- Your incorrectly delivered items **MUST** come back to us in the original packaging and unused.

Unwanted or incorrectly ordered goods:

- If you have ordered a product incorrectly, or no longer have any requirement for the product, then you have up to 30 days from delivery to return the goods back to us once agreed with a member of the Concept team.
- Returns will only be accepted by prior arrangement. You should ring or email the sales admin team with a list of the goods to be returned (please have this information ready). You will be issued with returns paperwork - please ensure this is packed with the garments when sending back to us. Parcels will be refused and returned to sender if the paperwork is not there.
- You **MUST** clearly mark the return FAO Concept Returns Department. Otherwise again this delivery will be refused.
- It will be your responsibility to pay for the return of the goods back to us. However, it can be arranged with our carrier or on our vans at your cost. You will need to speak to a member of our Concept team to find out the cost of this.
- There will also be a 20% handling charge which our supplier will bill through us to yourselves for all items returned, if you have an account with us this will come off the final credit amount.

Sampling goods:

- Concept Products is happy to supply clothing samples to ensure the customer has the correct size and is happy with the quality of garment. This should be arranged by the Account Manager or one of our Sales Team who will enter an order on a "sale or return" basis.
- However, any samples returned will attract a re-stocking charge of 20% for the total price of goods unless the samples can be used as part of an order, which will eliminate any re-stocking charge.

The customer is responsible for returning the goods to Concept Products Ltd on the below address: -

FAO Concept Returns Depo
10 Cary Court
Somerton Business Park
Somerton
Somerset
TA11 6SB

*****Any COVID19 related products purchased during the outbreak are non-refundable.**