

Returns Policy

General Product Returns

Customer has 14 days from date of delivery to return the products (*Terms & Conditions Paragraph (X)(2)*).

- Products must be unused, intact (not disassembled) and in 'AS NEW' condition suitable for immediate resale (e.g. if they have opened the box to examine the product, it must have been done so without damaging the box and packaging or damaging the product in any way). The products must be re-packaged as received. For equipment sales, the barcode on the product must match the relevant invoice.
 - Customer must pay for the return courier charges (including customs & VAT, if outside the EU - DDP Incoterms).
 - Refunds are processed after the products have been received and their saleable condition has been verified. Delivery costs for the original order are non-refundable.
-

Faulty / Damaged Products

Customer is obliged to immediately upon receipt check the compliance of the delivered products against the dispatch note.

- Customer has 5 days from the date of delivery to notify their sales representative about a problem with their order (*Terms & Conditions Paragraph (IV)(10)*).
 - There is a level of accepted manufacturing tolerance for colour and size of products. Replacement goods will only be provided if the product received falls outside of those tolerances.
 - Premium Plus will replace any damaged or defective products free of charge (including free re-delivery). It may be delivered to the Customer as a separate shipment or may be combined in a subsequent order. The Customer is required to dispose of any damaged or defective products.
 - Refunds are processed after the products have been received and their saleable condition has been verified.
-

Incorrect / Missing Products

Customer is obliged to immediately upon receipt check the compliance of the delivered products against the dispatch note.

- Customer has 5 days from the date of delivery to notify their sales representative about a problem with their order (*Terms & Conditions Paragraph (IV)(10)*).
 - Premium Plus will replace any incorrect products free of charge (including free re-delivery). It may be delivered to the Customer as a separate shipment or may be combined in a subsequent order. Premium Plus will arrange collection of the incorrect products.
 - Premium Plus will send any missing stock to the customer at no further charge. Premium Plus will pay for any courier charges. It may be delivered to the Customer as a separate shipment or may be combined in a subsequent order.
 - Refunds are processed after the products have been received and their saleable condition has been verified.
-

Order Cancellation

Customer has a right to cancel an order at any point before it is collected by a courier for shipment.

- To cancel an order or part of it customer must contact their sales representative
 - If We agree to cancel your order or part of it, you will receive a full refund of the price you paid for the Products. We will process the refund due to you as soon as is reasonably practicable and, in any case, within 30 calendar days of the day on which you gave Us notice of cancellation.
-

To view our full Terms & Conditions please visit our website www.premiumpluspoland.com.