



Returns Policy

We understand that, for a number of reasons, sometimes goods will need to be returned to us. This policy is intended to provide clarity and ensure all returns are dealt with fairly, professionally and consistently.

Please contact us *before* returning any goods. You will be asked to complete a Goods Return Form for our review. Once this is accepted you will be issued with an RMA number and provided with returns instructions. Any goods returned without a valid RMA number may not be accepted.

Receipt of Goods

All orders should be checked carefully against the delivery note upon receipt. If there are any inconsistencies please contact us within 2 working days of receipt.

All items should be checked for damages. If you notice any damage to the packaging or goods you have received then please inform the courier driver and sign as not checked. Please contact us within 48 hours, ideally by telephone, and describe the damage identified. We will then arrange to have the goods returned to us and a replacement sent out as soon as available.

Incorrect Goods Received

Although every effort is taken to get your order right first time, unfortunately, sometimes mistakes happen. If the items you receive do not match your order then please call us within 2 working days of receipt of your goods. We will arrange for the goods to be returned to the warehouse for processing and exchange for the correct goods to be sent to you.

Goods not required

If you receive your goods but they are no longer required or you have ordered incorrectly then please contact us within 5 working days of receipt of your order. In some circumstances, we may be able to offer a credit. Please be aware that we do not accept returns of client/site specific branded items.

Goods must be returned to us in perfect, re-saleable condition with all original packaging, including tags and hangers. Returns must be suitably packaged to avoid being damaged by postage labels. In particular, please ensure shoe boxes are wrapped or packed and nothing is stuck directly to the shoe box as this will render it non-returnable. If you are unsure, please contact us before returning any items.

Please note that some non-core items may be subject to a restocking charge. You will be notified of this before returning any items.



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Faulty Goods

If any of your goods develop a fault whilst under warranty please contact us. We will arrange to return them to our technical team or the manufacturer to assess the fault. Where necessary we will arrange for a repair, replacement or refund dependent on circumstances and your requirements. In some cases we will require a holding PO before we can make arrangements. If the fault is covered by the manufacturers warranty, you will not be charged. However, if the fault is not covered by the warranty, such as in cases of misuse or deliberate damage, you may be charged for the shipping and inspection of the item.

Where a fault develops after the 6 month period we will only be able to offer repair or replacement if the item is covered under a manufacturer's warranty or the fault is inside of the expected natural lifespan of the goods involved.

Contact Details

Should you need to report an issue please contact us on the details below:

Tel: 01489 780255

Email: sales@morethansafety.co.uk