



## **RETURNS & CANCELLATION POLICY**

Plant & Soil Solutions Ltd policy is valid for 30 days. If your purchase exceeds this time, unfortunately we cannot offer you a refund, cancellation or exchange.

### **Returns Policy**

If you are unhappy with your goods, once they have arrived, you are entitled to return them for a refund or replacement.

When you purchase online, you have the statutory right to return unopened goods (other than perishable or customised) up to 14 days after receiving the order. This is the “cooling off period”, as outlined in the [EU Directive on Distance Selling](#).

All purchases you wish to return, should be returned to us within **14 days** of delivery.

The cost of the return including all packaging and freight lies solely with you, the consumer.

Where the product is faulty or damaged, contact us within **24 hours** of receiving the item. Photographic evidence of the items should be sent via [email](#).

In the event of a defective or damaged product, you can request an exchange with replacement of the same product.

Purchases may be opened for inspection; however, they must not be used. They also must be repackaged securely, in the original packaging if you wish to return them.

If we discover goods have been used or there has been a loss in value of the goods due to damage to the goods (either while in your care or whilst being returned to us), we may need to reduce the amount refunded (up to the full cost of the item). This is to potentially cover our costs due to the loss in value of the item.

We accept no responsibility for goods damaged or lost whilst in transit to us.

If you wish to begin the return process, please contact us via [email](#), with the following information



- Order Number
- Full Name
- Phone Number
- Product To Be Returned
- Reason for Returning the Product
- If Damaged - We Require Photo's of the Damaged Product within 24 hours of Receiving the Goods

Once you have sent us all required information a member of our team will contact you as soon as possible with return address details.

**Please hold off on returning products until a member of our team has contacted you to confirm.**

All returns must be the complete product – this includes boxes, manuals and accessories that may have been included with the order.

All returns must be packaged appropriately for shipping, we will not accept responsibility for damages or loss which occur during shipping of a return product.

Once the product has been returned to us and fully inspected a refund will be issued.

Return payment will be made in the same way the items were originally paid for by the customer.

### **Cancellation Policy**

We will always endeavour to have your goods delivered to you within the time specified on the order details. However, occasionally delays may occur. If your delivery is delayed for longer than 21 days, you have the right to cancel your order with us.

Contact us via [email](#) with the following information:

- Order Number
- Full Name
- Phone Number
- Product To Be Cancelled
- Reason for Cancellation

We will refund any money paid by you (including shipping costs) in the same method that you paid for the product.