

# Returns & Refunds Policy

Policy for Wheels & Castors Ltd ([www.wheelsandcastorsltd.co.uk](http://www.wheelsandcastorsltd.co.uk))

Consumer cancellations, business returns, and faulty goods.

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This document is a website policy template for publishing on WordPress/WooCommerce. Update anything shown in **[BRACKETS]** before publishing.

## 1) Consumer returns (change of mind)

If you are a consumer, you can usually cancel within 14 days of delivery and return goods within 14 days of cancelling (subject to exceptions).

- Goods must be unused and in resaleable condition with original packaging where possible.
- You pay return postage unless the item is faulty or we sent the wrong item.
- Refunds are issued to the original payment method after inspection.

## 2) Business purchases

Business-to-business purchases are not covered by consumer distance selling cancellation rights. Any goodwill returns are at our discretion and may incur handling/restocking fees.

## 3) Faulty / incorrect items

- Contact us with your order number and details of the issue.
- We may request photos or return of the item for inspection.
- If confirmed faulty/incorrect, we will repair/replace/refund in line with your rights.

## 4) How to return

- Email **[EMAIL]** with: order number, item(s), reason, and photos if relevant.
- Wait for return authorisation and instructions before sending anything back.
- Return address: **[RETURNS ADDRESS]**.