

RETURNS POLICY

Most of Vulcan's cladding products are not readily re-stockable as they are either made to order, or require careful site handling. Customers should receive samples and/or product specification prior to ordering allowing them to make an informed decision as to whether the product will be fit for the desired purpose. Whilst we will do whatever we can to offer a solution in the event that the product is not as required (i.e., there is a change of requirement or the information and/or samples received were not given due attention by the customer), our ability to accept returns is compromised by the nature of the products we supply.

We do however accept that occasionally there is a change of requirement after the product has been delivered. To return a product, please email customer service at sales@vulcansystems.co.uk to explain your reason for the return so that we can assess the position and work to find a mutually acceptable solution. Upon receipt of your return delivery, we will inspect the condition and process your return. Please allow us 3 working days to process your return and we will contact you when products have been processed. Please note that any such solution will be based on the following terms:

- Refunds are limited to Naturetech 14 stock colours, or uncoated aluminium sections.
- Any special orders / bespoke coated products such as VulcaLap plank or Screen Bar system cannot be refunded.
- Products can only be refunded after the product / packaging is received in resaleable condition.
- Unless prevented to do so by law, we reserve the right to charge a restocking fee and charge the cost of return delivery to you. Please note that the return delivery cost may be different to the initial delivery cost.
- Planks which are taken from the pallet and moved around a building site or factory have a high chance of damage therefore we are obliged to completely restack the pallet upon its return. Planks must be returned on the pallet on which they were delivered to avoid damage in transit.
- If the site has no forklift, or the pallet has been disposed of, we can, at an additional agreed cost, send a suitable vehicle to be carefully hand-loaded by the contractor.
- Due to the bulky nature of our products the restocking charge is 20% of agreed sale price on all items.
- If we undertake a drawing take-off estimate the contractor must take responsibility for the order quantities as we have no control of site usage. If the excess materials need to be returned the 20% restocking charge will apply.
- Return of clearance stock, loose products, or items not in their original packaging cannot be accepted.

QUESTIONS

If you have any questions concerning our return policy, please do not hesitate to contact us:

Tel: 020 681 0617 or Email: sales@vulcansystems.co.uk