



Delivery procedure and returns policy.

For incorrectly ordered items

For all customers who have ordered incorrectly and wish to return unwanted/ incorrect items Kintech complies with the current distance selling regulations for the UK. By law you have the right to return your Safestor product within 14 working days of receipt of your Safestor product.

- Please advise Safestor within 48hours from receipt of goods of any incorrectly ordered items
- Safestor will confirm receipt of request and advise a standard 25% restocking and administration charge which will automatically be deducted from refund.
- Once return is confirmed, Safestor will raise a collection note and instruct third party carrier to collect and return item/s back to Safestor factory – if applicable.
- If customer wishes to return at their own cost they are to advise.
- You will be responsible for ensuring the product is returned in a re-saleable condition, including all fittings.
- Any damages to the product will be deducted from final refund.
- Refund will be given once product has been returned and confirmed as being in a re-saleable condition.

For damaged items

- If it has been identified that the goods have been delivered damaged, please contact customerservices@kintechltd.co.uk within 24hrs to report damages.
- If you notice damage after delivery, please do not assemble the unit, photograph the damages and email customerservices@kintechltd.co.uk
- Once damaged delivery has been confirmed, Safestor will raise a collection note and instruct third party carrier to collect and return item/s back to Safestor factory.
- Safestor cannot accept a report of damages after the unit has been assembled.
- Once damaged items have been returned to the factory a refund/replacement will be advised and arranged accordingly.



Refusal of delivery or redelivery

- Should delivery be refused due to incorrectly ordered items and is not reported to Safestor prior to refusal, this has the potential to qualify for a handling charge from third party carrier, this is classed as an associated cost – a cost which is beyond Safestors control and will be chargeable and deducted from any refunds.
- Should a non-delivery occur then a re-delivery cost will be advised prior to arranging a second delivery.
- Any subsequent cost associated with a redelivery will be required prior to any re delivery arrangements.

** This doesn't affect customer's statutory rights.