



SALON SUPPLIES RETURNS POLICY

If you need to return an item(s), Salon Supplies will exchange or credit any unused goods purchased from Salon Supplies in the following circumstances, providing it is in conjunction with the returns policy and that it is returned in its sealed, original packaging and in resalable condition.

- (i) You have been over charged or not received the item(s) you have been invoiced for.
- (ii) Returning of an unwanted item(s).
- (iii) The item(s) is faulty/damaged.

For health & safety reasons we are unable to accept the return of the items below if already opened unless they are faulty (Please see faulty/damaged goods section):*

- Scissors
- Razors
- Earrings/Piercing Tools
- Make-up/Cosmetics
- Hair Extensions
- Clippers/Trimmers

***This list is not exhaustive and does not affect your statutory rights.**

**Please allow up to 14 days for your return to be processed (excluding faulty of damaged goods).
All gifts with purchase must be returned when returning the original item it came with.**

(i) YOU HAVE BEEN OVERCHARGED OR CHARGED FOR AN ITEM(S) YOU HAVE NOT RECEIVED

All shortages or price discrepancies must be reported within 48 hours to your account manager and you will receive a credit on your account.

(ii) RETURNING UNWANTED ITEM(S)

You will need to complete a returns form and return the item(s) within 30 days of your purchase.

You can request a returns form via email, your delivery driver, Account Manager or in store. You can also return your goods by sending them back with your delivery driver, via a store, post (this will be at your own expense) or by giving them to your Account Manager with the completed return form.

(iii) DAMAGED/FAULTY ITEM(S)

We try to ensure products are not damaged in transit and arrive to you in good condition. If you receive goods which are damaged, you must notify us within 48 hours of your purchase.

You will need to complete a returns note in order for your return to be processed. You can request a returns form via email, your delivery driver, Account Manager or in store. You can also return your goods by sending them back with your delivery driver, via a store, post (this will be at your own expense) or by giving them to your Account Manager with the completed return form.

Products returned within the manufacturers warranty period will be repaired, replaced or a credit will be issued. Please note warranty periods and conditions vary for different brands, please refer to the manufacturer's warranty for details.

All faulty goods will be examined by Salon Supplies to check the goods are faulty and have not been damaged. We do not cover faults caused by accidental damage, neglect, misuse or normal wear and tear.

N.B. Inspections and repairs can take up to 21 days as items may need to be returned to the manufacturer. We do not offer loan products whilst your return is being processed.

ONLINE RETURN(S)

Salon Supplies will provide a returns note, which must be sent back with the returned goods. We will be unable to process any returns unless the goods are accompanied by a returns note.

If you would like to be emailed the returns form please send us an email to orders@salonsupplies.co.uk with details of what you would like to return.

Once you have your returns note, if you are posting the items back to us please send the goods by post or carrier to:

Web Orders, Salon Supplies, Unit B Bakers Wharf, Southampton, SO14 5QQ.

For your own protection we recommend you send the parcel using a delivery service that insures you for the value of goods and requires a signature for proof of delivery (e.g. Royal Mail Recorded/Special Delivery).

Please complete the form overleaf for all returns and exchanges



www.salonsupplies.co.uk

RETURNS FORM

Please complete each section in full using **BLOCK CAPITALS** with details from the invoice of original purchase. If any fields are left empty your request will be returned unprocessed.

For Internal Use Only:
Received by _____
Date Received by _____
Products Examined by _____
Date Product Examined _____
Authorised by _____
Signed _____
Credit Note Issued No. _____

Account Number Salon/Customer Name

Address Line 1 (Incl. Building/House Number/Name)

Address Line 2

Town Post Code

E-mail

Phone Number Mobile Number

ITEM # 1

Invoice N° Invoice Date / / Stock Code Exchange [] Credit Note []

Product Description

Qty Product Price (excl. VAT) £ . Invoice Total (excl. VAT) £ Reason Code

Notes/Comments

ITEM # 2

Invoice N° Invoice Date / / Stock Code Exchange [] Credit Note []

Product Description

Qty Product Price (excl. VAT) £ . Invoice Total (excl. VAT) £ Reason Code

Notes/Comments

ITEM # 3

Invoice N° Invoice Date / / Stock Code Exchange [] Credit Note []

Product Description

Qty Product Price (excl. VAT) £ . Invoice Total (excl. VAT) £ Reason Code

Notes/Comments

Reason Codes:
A: Wrong Item sent/recieved **B:** Product not ordered
C: Faulty/Damaged Goods **E:** Exchange

(PLEASE SPECIFY ANY DETAILS WE MAY NEED TO PROCESS YOUR REQUEST IN THE 'NOTES/COMMENTS' SECTION)

If you wish to return more than 3 products, please use the extension form.

