

Returns Policy

Polythene UK Ltd will exchange or refund any goods that do not comply to the customer order placed or with the standard of quality expected.

Our products are deemed fit for purpose. Individuals are requested to use common sense when utilising our products.

Goods Are Faulty on Arrival

If you find that your goods are faulty on arrival, you are entitled to a replacement or a refund.

Goods Damaged On Arrival

If you discover that your goods are visibly damaged on arrival, you must write on the delivery note that the packaging is damaged, or refuse to accept the delivery. Please also contact us within 7 days with details of the damage. This will help us considerably in raising the matter with our appointed carrier. Once the damaged goods have been received back into our warehouse, we will replace or credit them.

Goods Not As Ordered

If you receive goods from us that differ from what you have ordered, then we require that you notify us within 7 days by phone or email.

Goods returned under query/complaint

If goods returned under query/complaint are found on inspection not to be faulty – Polythene UK Ltd reserve the right to with-hold full credit. (Collection costs and re-stocking fees maybe applicable)