

## Damaged or defective goods

We endeavour to supply goods that are free from defects in materials and workmanship and package goods to the best of our ability to prevent damage in transit. Please inspect the goods as soon as you receive them and notify us immediately if you believe there is a problem.

In the case of our PU foam moulded goods the customer should be aware that minor surface blemishes and imperfections do occur as a result of the manual moulding process. These cosmetic defects do not affect the physical integrity of the bolster, and that as such they will not be regarded as a valid reason for return of said goods as either damaged or defective.

Check the items thoroughly before return, as we cannot accept any returns that have been subjected fitting, or other damage. Transit damage, shortages and incorrect goods must be notified to us within 3 working days of delivery. In the first instance it is best to telephone or e-mail us.

In all cases please retain all goods, documents and packaging. We aim to sort out any such queries within 48 hours of being informed of them and will replace goods or refund your money depending on what is deemed most appropriate.

If repair of the item is possible this will be offered, but where we agree to replace the goods, we must emphasise we do not hold stock for our bespoke items so replacements will be subject to our normal production lead times for the item.

## Returns

As a manufacturer and supplier of bespoke covers and trim we only make goods in response to specific customer orders. Under the terms of the distance order regulations you are entitled to cancel the order and return the goods, undamaged, to 205 Gti covers & trim within 7 working days of completion of the order. Such completion is deemed to be delivery of the goods to the specified order delivery address.

Note: We will always send goods to customers by a tracked and signed for method such as Royal Mail "signed for" so no confusion may occur.

Where goods are deemed to be faulty or not fit for purpose we will replace them with the re-shipment costs being paid by ourselves, or alternatively we will make a full refund (including P&P costs). In any event the faulty item should be returned to us (we will refund your postage costs provided the damage is verified) as soon as is practicable. Please use a "signed for" return shipment method. A replacement item will then be issued (subject to stock level constraints if applicable)

You must notify us in writing within 7 working days of the invoice date informing us that you want to return the goods for a refund. Goods must be returned undamaged and complete, together with the relevant packaging in an unused and re-saleable condition. We advise the use of a recorded delivery method of shipping as we will not be held liable in the event of loss or damage in transit. The cost of postage shall be borne by you, the customer.

Please write to us at:

**205 Gti covers & trim, 20 Hadrian close, Lillington, Leamington Spa, Warks CV32 7ED**

or e-mail us at [admin@205gticovers.com](mailto:admin@205gticovers.com) We will refund by the same method of payment used to purchase the goods within 14 days of us receiving the goods back.

Please include the following with any returns :

Your name

Daytime telephone no.

Invoice no.

and the reason for the return.