

The following terms apply in addition to our standard terms of sale and relate to both commercial and personal customers purchasing goods in-store via our retail stores.

Refund & Exchange Policy:

If you wish to return any stock item purchased from the store you will be required to bring your receipt as well as the goods in 'mint' condition, fit for resale.

In-store purchases:

If you return the goods within 3 days of purchase you may choose either to exchange the goods or request a refund. If you return your purchase after 3 days you will **not** be entitled to a refund. You will be offered an exchange for alternative goods and services. We do not issue credit notes.

Distance Sales (by telephone order):

If you have made your purchase via our telephone order service and had your order delivered we will extend this refund period to 7 days. After 7 days you will **not** be entitled to a refund. You will be offered an exchange for alternative goods and services. We do not issue credit notes.

Beyond 14 days from the date of purchase UOE will only accept defective goods for return. Please see below for our defective goods policy.

Please note: special order items, items marked as on sale and bespoke products are not permitted for return unless defective regardless of method of purchase.

Defective Goods Policy:

If you purchase any product from the store and you believe it to be defective, you must return it with your original receipt and the original packaging. UOE reserves the right to test the product prior to issuing a replacement. You may be required to leave the goods with us for a period of time whilst they are tested. You will be given a receipt for the goods if you are asked to leave them. If the goods are found to be defective goods as defined by the Sale of Goods Act we will offer to replace them. If a direct replacement is not available within a reasonable period of time we will at our discretion offer a refund.

If equipment is offered with a warranty direct from the manufacturer you may be required to return the goods direct to the manufacturer. UOE accepts no liability with regard to loss relating to the non-function of any goods purchased.

Responsibility:

Whilst every effort to ensure the protection of your items will be made, UOE accepts no responsibility with regard to damage to or loss of your original documents or valuables, howsoever caused, when utilising any of our equipment. This includes both staff assisted and self-service machinery.

Delivery Dates:

Whilst every effort to ensure the delivery date will be made, UOE cannot guarantee any delivery date relating to completion of specialist work whether it be print, repair, special order or reprographics based. When placing such orders all delivery dates are given only a best estimate and do not form part of the agreement of sale.

Special Order Policy:

No refund or exchange is offered for special order, non-stock items.

No refund or exchange is offered for print or stamp design and production following collection/delivery of the goods.

Following acceptance of a proof for reprographics, print and stamp design UOE will no longer be held responsible for any errors in printed information, text size, image quality or layout. All errors as a result of inadequate checks on the part of the customer will be charged in full.

Loss of Service Cards:

It is the responsibility of the customer to retain their service card. UOE suggests that the card should be treated as cash and protected accordingly. No refunds will be given for lost cards.