

RETURNS POLICY

I. OVERVIEW

We aim to ensure all returns are handled fairly, consistently, and efficiently. This policy outlines how returns, credits, and replacements are managed, while maintaining product quality and a high standard of customer service.

II. HOW TO REQUEST A RETURN

To initiate a return, please contact our team via email or your usual account contact and provide:

- Your company name and order reference
- Details of the item(s) and quantities
- Reason for the return
- Whether you are requesting a credit or replacement

Our team will confirm the next steps, including inspection and return arrangements.

III. INSPECTION PROCESS

All returned items are subject to inspection before any credit or replacement is approved.

- Inspections may take place:
 - On-site
 - After the goods are returned
 - During collection (if arranged by us)
- We will confirm the outcome of the inspection once completed

IV. ELIGIBILITY FOR RETURNS

Stock Items

Incorrectly ordered items:

- Returns may be accepted but are subject to restocking and/or carriage charges.

Faulty or damaged items:

- These will be accepted for return at no additional cost and handled as a quality issue.

Made-to-Order (MTO) Items

- These items are non-returnable by default
- Any exceptions are reviewed and approved on a case-by-case basis

V. CHARGES

Where applicable, the following charges may apply:

- Return carriage costs
- A restocking fee (typically 10%)

Any charges will be clearly communicated and agreed with you before processing.

VI. CREDITS

- Credits are only issued once returned goods have been inspected and approved
- Any applicable charges will be deducted from the credit amount
- Credit notes will be issued by our Accounts team
- You will be notified once your credit has been processed

RETURNS POLICY

VII. REPLACEMENTS

- Replacement items can be arranged where agreed
- These are processed after inspection approval
- Our team will confirm delivery timelines with you

VIII. RETURN LOGISTICS

Returns may be handled in one of the following ways:

- Customer-arranged return
- Collection arranged by us
- On-site inspection (where applicable)

We will confirm the most suitable option during the return process.

IX. COMMUNICATION

Our Sales Support team will be your main point of contact throughout the return process, ensuring you are kept informed at each stage.

X. FINAL DECISION

All returns are subject to inspection and final approval. We reserve the right to determine whether a return qualifies for credit, replacement, or rejection based on condition and circumstances.

XI. CONTACT US

For all return requests, please contact our team at:

hello@atlantistanks.co.uk