

Genzee Delivery & Returns Policy

Payment

Full payment is required on placement of order and no items will be dispatched before full payment has been made.

We only accept payments in Pound Sterling.

Payment can be made by Paypal, Bank Transfer or Cheque. Where payment is made by Paypal, a 5% charge will be added to the final amount. Payment will be considered made only once funds clear in our account in the case of Bank Transfers and Cheques.

Delivery and Returns

Delivery

Whilst we will endeavour to adhere to delivery times, we will not be liable for any losses, costs, damages or expenses incurred by the Customer or any other 3rd party arising directly or indirectly out of any failure to meet any estimated delivery time.

We will only ship orders once all items ordered are in stock, unless otherwise agreed.

Delivery of the goods shall be made at the address supplied by you and you shall make the necessary arrangements to take delivery of the goods.

If a delivery of the goods has failed and been returned to us for any reason, we will attempt to contact you by the contact details provided with your account and either resend the order at your cost, or cancel the order and refund your money minus the cost of shipping and a 25% handling fee based on the value of the order.

We will only dispatch goods to addresses in the UK.

Time Limitations for Notification of claims

Damaged in Transit

If any of the goods has been damaged in transit, such damage must be reported by you to us within 24 hours of taking delivery of the goods. It is imperative that you do not dispose of any packaging as this will be required to make a claim against the carrier. The claim will be handled by us and arrangements will be made to collect the damaged goods and replacements will be sent.

We cannot accept any claims for damage if the above time scales are not followed.

Shortages

It is your responsibility to sign for the correct number of packages delivered and you are required to check that the number of packages delivered are equal to the number of packages on the delivery driver's consignment note. Any shortages must be noted on the consignment note. You should notify us of any shortages within 24 hours.

If the correct number of packages has been delivered, but one or more items are missing, you must notify us within 24 hours of such shortage and supply us with a copy of the invoice. We will investigate the matter and notify you of the results.

Incorrect Goods

If you received the wrong goods, it is your responsibility to notify us within 24 hours of the incorrect goods delivered. You should also not open or damage the manufacturers packaging or use the item(s) as you will be liable for the item(s) if you do. We may also require more information from you regarding the incorrect items, such as model numbers and package descriptions.

Non-Deliveries

You must notify us within 3 days from the expected delivery date if your order has not arrived. Failure to do so will mean we will not accept liability for undelivered goods. The expected delivery date will be supplied once the order is dispatched.

Cancellation of Orders

Orders cancelled before dispatch will be refunded in full. Orders will only be considered cancelled once confirmation has been sent from us.

Orders cancelled after dispatch will only be refunded once the items arrive back with us and are returned unopened and without any damage, blemishes, defects or missing parts. No shipping costs will be refunded once the order has been dispatched.

Faulty Goods

If you believe the item you purchased is faulty, you should contact us with a description of the problem. We will provide some support in troubleshooting the problem and proceed with a Return Request if the problem cannot be resolved. You will then be advised of the procedure to follow. Note that you may be liable for the costs of returning the item, depending on the fault.

Refunds

If you are issued a refund, please note the following:

- All refunds will be issued to the same payment method as on the original order.
- Shipping costs will not be refunded after the order has been dispatched. If you are a consumer, your statutory rights will take preference.

Contacting Us

You can contact us by clicking on the "Contact Us" Link on our website - www.genzee.co.uk , by Emailing - sales@genzee.co.uk or calling 0208 099 4888. You can also write to us at: Genzee Ltd, 31 Twickenham Gardens, Harrow, HA3 6BG