

J. DAVEY

BUILDERS MERCHANTS

Pencoed 01656 860500
www.johndaveydiy.co.uk

- [Return, refund, and cancellation policy](#)

Returns

We only accept full credit returns for damaged items, notification via email or phone must be made within 48 hours of delivery (info@johndaveydiy.co.uk). Notification after this period will not warrant a full credit return. Returns for items not damaged will result in a 10% restocking charge (plus VAT) plus your original delivery charge (plus VAT)

Special orders cannot be returned if undamaged.

To be eligible for a return, your item must be unused and in the same condition that you received it.

A 10% plus vat re-stocking charge applies for an undamaged product, plus the original delivery charge plus vat.

To complete your return, we require a receipt or proof of purchase.

Refunds (if applicable)

Once your return is received and inspected, we will notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your original method of payment.

Exchanges

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at sales@johndaveydiy.co.uk and we will collect and replace at the earliest convenience

Cancellation

To cancel an order placed online you must contact by 5.00pm on the next working day from receipt of your order, where a full refund will be processed.

To organise a collection and return you should contact us on 01656 860500 or email sales@johndaveydiy.co.uk for a collection date.