

SHEFFIELD KITCHEN OUTLET RETURNS POLICY

(RETAIL)

Updated August 2025

IMPORTANT – Ensure your installer reads and understands the following :

- (A) **STOCK ITEMS** (items marked as best value stock items in our product guide) – These items cannot be returned unless:-
1. The product is returned to our head office within 7 days of delivery subject to authorisation from our aftersales team.
 2. The product is clean, unused, with ALL its original packaging.
 3. The product has a defect or is not as described.
 4. The product is found to be damaged, all sections (D) Damaged goods apply.
- (B) **NONE STOCK ITEMS** – These items cannot be returned unless:-
1. The product is returned to our head office within 7 days of delivery subject to authorisation from our aftersales team.
 2. The product is clean, unused, with ALL its original packaging.
 3. The product has a defect or is not as described.
 4. The product is found to be damaged, all sections (D) Damaged goods apply.
 5. In the event we give authorisation to return a none stock item, we may pass on re stocking charges of up to 30% of the goods sale price.
- (C) **CABINETS & OTHER MADE TO MEASURE ITEMS** - These items cannot be returned unless:-
1. The product has a defect or is not as described.
 2. The product has damage, is within 7 days of delivery & no installation attempt has been made.
 3. Where a mistake has been made by a member of our design team we will offer a larger or smaller cabinet, of the same type, free of charge.
 4. The product is found to be damaged, all sections of (D) Damaged goods apply.
- (D) **DAMAGED GOODS** – Damaged goods cannot be returned unless:-
1. Damage has been notified within 7 days of delivery.
 2. Damaged items will only be credited or exchanged once returned to us, along with ALL its original packaging for inspection.
 3. The goods are in any original packaging which is in a clean, and undamaged (unless damaged packaging is reported on delivery).
 4. No fixings have been fitted to, or any attempt has been made to install the item.
 5. By attempting to install any product or goods you are accepting they are free from damage.
 6. Any damage that was visible, including packaging was not reported within 24 hours of delivery.
 7. Any protective film must be removed from any product before attempting to install them.
- (E) **APPLIANCES**
1. If any fault is discovered please contact our customer service team in the 1st instance, we need to rule out user or installation error, we may arrange an engineer to check the installation.
 2. If an appliance is found to be faulty within 28 days of delivery we may offer a replacement.
 3. If an appliance is found to be faulty after 28 days of delivery we will offer a repair.
 4. Any appliance is found to be damaged all sections of (D) Damaged goods apply.
- (F) **WORK SURFACES**
1. Our delivery team will ask you to visually inspect worktops for any clear signs of damage on delivery, damage clearly visible must be reported on deliver and is not covered under section (D.1) of our returns policy.
 2. Before cutting or installing any work surfaces it is your responsibility to check for any less visible damage or any visible defects. Once a worktop has been cut or installed we cannot accept any claim for damage or installation costs.

Please report any damage, defects or returns to our aftersales team:-

E-mail:- care@skokitchens.com / Phone:- (0114) 3995537