

Returns Policy

If you need to return any products (either due to incorrect shipment, faulty goods or an error in ordering, etc.) we want to make that process as simple as possible.

Returns Enquiries

If you have additional questions on how to return goods and what our returns policy is, please contact:

IM&M Ltd
Trident House
Baxter Road
Sheffield
South Yorkshire
UK
S6 1JF

Tel: [+44 \(0\)114 285 3040](tel:+44(0)1142853040)

Fax: [+44 \(0\)114 285 3040](tel:+44(0)1142853040)

e-mail: sales@im-m.co.uk

Returns policy

We reserve the right to refuse the return of goods which were originally shipped to any customer against a bespoke specification provided by the Customer or against a standard sales orders.

Handling Charge for Returns

Where goods were originally shipped against a bespoke customer specification or via a standard Sales Order will incur a handling charge to the customer if the reason for return is deemed to be outside the control of IM&M Ltd (i.e. wrong product ordered by the Customer). The goods must be returned within thirty (30) days of invoice date. The handling charge incurred will be the greater of £40 or 25% of the original purchase price of the goods returned ("the handling charge"). [Under all circumstances a minimum charge of £40 will be imposed].

Acceptable returns period

Any goods returned to IM&M Ltd after thirty (30) days but before ninety (90) days will incur the handling charge and an exchange of goods - not a credit. IM&M Ltd will not

accept any returned goods after ninety (90) days. Unless written in to any contractual agreement with any particular customer.

Returns address

All returned goods originally purchased from us must be returned to IM&M Ltd and be in original packaging and be in a re-salable condition.