



Returns Policy

Last updated: 10/11/23

IMPORTANT – Goods supplied as ordered and returned for credit must be accompanied by an Invoice Number and will be subject to a 15% handling charge. Special orders cannot be returned for credit or exchange.

1. Faulty Products

- Products that are faulty must be returned within the manufacturer's warranty period which is usually 12 months.
- The complete product must be returned unless, if agreed by the Company, a specific part may be returned.
- Products within the manufacturers specific warranty period will be repaired, replaced, or a refund given at the discretion of the Company.
- GES does not accept liability for indirect or consequential loss.

2. Non-Faulty Goods

- Products must be complete and in a resaleable condition with their original packaging with any instruction leaflets.
- Products must be returned within one month of the purchase date.
- Refunds for any products not required are at the discretion of the Company.
- Non-standard products that have been ordered specially cannot be refunded under any circumstances.



3. Procedure for returning faulty products to GES (or requesting a replacement)

Please contact GES and have ready the following information:

- The invoice number(s).
- The date of purchase
- The product code(s)
- The reason for returning the products.

You will be advised of how the products will be exchanged or if the issue of a refund / credit.

4. Procedure for shortage or non-delivery of goods

- The invoice number(s).
- The date of purchase
- The product code(s)
- The date you expected delivery.

Our sales advisers will investigate the problem and refer to you as soon as possible.

**** IMPORTANT ****

Please note that certain manufacturers have specific warranty conditions e.g for appliances and showers. For the warranty conditions to be met you must contact them first, failure to do this may invalidate your warranty.