

**The Rizues Limited (Company)**

**General Returns Policy (extracted from Rizues terms & conditions)**

**12.1** Unless otherwise agreed in writing by the Company, the Company shall issue a credit note for Goods returned against any invoice raised for such Goods, provided that:

- 12.1.1 the Goods are returned unused, unworn, not washed, not embossed or branded within 10 days of delivery; and
- 12.1.2 the Goods are returned to the Company carriage paid with a written note enclosed quoting the original invoice number and stating the reason(s) for the return of the Goods; and
- 12.1.3 the Goods have not been manufactured by the Company or customer in accordance with a specification submitted by the Buyer.

**12.2** If the Goods are not returned in accordance with condition 12.1, such Goods will be re-delivered to the Buyer and payment for the price of the Goods and the Company's charges for transport and packaging become payable as detailed within provision 8.

**12.3** The Company will impose a 10% re-stocking charge where Goods are accepted for return, at the sole discretion of the director, outside the standard return period, in writing, and are in accordance with condition 12.1.

Note: Return policy terms and conditions may vary for bespoke contracts and or pricing agreements. Variations to General Returns Policy, if any, must be signed in writing by the Company director.