

## **RETURN / REFUND POLICY**

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for a full refund or an exchange. Please see below for more information on our return policy.

### **RETURNS**

All returns must be postmarked within 28 days of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached.

### **RETURN PROCESS**

To return an item, please email customer service at [sales@filter-services.co.uk](mailto:sales@filter-services.co.uk). After receiving further instructions place the item securely in its original packaging and include your proof of purchase, and mail your return to the following address:

Filter Services (UK) Limited  
Attn: Returns  
Units 7 & 8, Broombank Park,  
Sheepbridge,  
Chesterfield,  
Derbyshire,  
S41 9RT

Please note, you will be responsible for all return shipping charges. We strongly recommend that you use a trackable method to mail your return.

### **REFUNDS**

After receiving your return and inspecting the condition of your item, we will process your return or exchange. Please allow 5-10 business days from the receipt of your item to process your return or exchange. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company. We will notify you by email when your return has been processed.

### **QUESTIONS**

If you have any questions concerning our return policy, please contact us at:  
01246 802 822  
[sales@filter-services.co.uk](mailto:sales@filter-services.co.uk)