



Refund & Cancellation Policy

1. **Returns Policy & Procedure:** We realise that every now and then, you may place an order for a particular item and when it arrives, it is not what you wanted or has been damaged in shipping. We want to be as helpful as possible when this happens. In order to expedite the return process, please call our office to authorise a return, charges are subject to review, and your account will be noted and any problems alleviated.
2. **Visual Damage:** Check the outside of the shipping boxes before signing for them. If there is damage to a box, refuse the order and have the delivery company return the order. Please call the MazWell office to arrange for a replacement order. If you do keep the order, please keep the box as most shippers will need to see the packaging for claim purposes.
3. **Concealed Damage:** If there is no visible damage to the box, but when you open it, the item is damaged, contact the MazWell office immediately. We cannot accept concealed damage claims after 3 days from your signed delivery. We will contact the delivery company and start a claim process to determine when and how the damages occurred. Once determined, a return note to return the item and a replacement will be sent.

Please remember that if your claim is made after 3 days from delivery, our shipping agents may refuse responsibility and a credit may not be extended. Please keep the box as most carriers will need to see the packaging for claim purposes.

4. **Missing Items:** Occasionally an item that you ordered may not be in the box. Please contact the MazWell office within 48 hours of your signed delivery. In this situation, subject to a check against stock, we will ship a replacement to you with no added carriage charge.
5. **Items Being Returned:** Please call the MazWell office to work out arrangements for all returns. Products must be returned in good, unused condition, preferably in the original packaging.

For items from outside manufacture, PLEASE notify MazWell within 48 hours of receipt of the item to arrange for a return (item will be returned to manufacturer pending approval from that manufacturer) Credit will not be issued until the item is received by the manufacturer.

For returns other than for defects, damages or shipping errors, restocking fees (which range from 10-25%) and shipping fees will be deducted from your refund/ credit.

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