

Returns Policy:

## RETURNS AND EXCHANGES

Any unwanted items must be sent back at the customer's expense (unless product is faulty or incorrectly sent) in its' original packaging and condition with an Aldershot ABC Returns Form. If you wish us to provide a quote for collection please send us an e-mail, otherwise return the goods to the address below using Royal Mail's Signed for Delivery Service using the "Returns Form".

Aldershot ABC

Alderwood Leisure Centre

Tongham Road

ALDERSHOT

Hampshire

GU12 4AS

Tel: 01252 542144

CASC Registration No: CH1546

If you are unhappy with the goods received we will refund them if they are sent back at the customer's expense in new resalable condition within 14 working days along with the original receipt. (During the Christmas Period our 14 day refund policy is extended - If your purchase is within the month of December items can be returned for a refund 31 days after receipt)

We suggest for your own protection you use Royal Mail Recorded post.

Any refunds will be issued once we have received the goods, in their original condition. This refund only includes the total of goods sent not the delivery charge.

We will not charge a restocking fee for returned items. Any goods with manufacturing faults on arrival will be replaced or refunded.

If you wish to exchange a product for an alternative item which is within 30 working days of receipt of your placed order, please also follow the return process listed above but include in your return note the item that you wish to exchange for as well as the size and colour where applicable. On receipt of your return we will contact you to discuss the re-shipping of your exchange, please include a daytime telephone number or email contact as well as your order reference with your return.

This does not affect your statutory rights.

The Waste Electrical and Electronic Equipment (WEEE) Directive is now UK law. The legislation aims to make producers pay for the collection, treatment and recovery of waste electrical equipment. The regulations also mean that suppliers of equipment like high street shops and internet retailers must allow consumers to return their waste equipment free of charge.

The amount of WEEE we throw away is increasing by around 5% each year, making it the fastest growing waste stream in the UK .

- Much of the UK's WEEE ends up in landfill, where the lead and other toxins it contains can cause soil and water contamination. This can have a harmful effect on natural habitat, wildlife and also human health.
- Many electrical items that we throw away can be repaired or recycled. Recycling items helps to save our natural finite resources and also reduces the environmental and health risks associated with sending electrical goods to landfill.

Distributors of new Electric and Electronic Equipment (EEE) have a part to play in reducing the amount of WEEE going into landfill sites.

Aldershot ABC is obliged under these regulations to offer our customers free take-back of their WEEE on a like-for-like basis when they buy a new Electrical or Electronic product from us.

For example, if a customer bought a new Gym Timer from us we would accept their old Gym Timer and prevent it going into a landfill site by disposing of it safely. Customers must return their WEEE item to us within 28 days of purchasing their new item.

Under the WEEE Regulations, all new electrical goods should now be marked with the crossed-out wheeled bin symbol shown below:

Goods are marked with this symbol to show that they were produced after 13th August 2005, and should be disposed of separately from normal household waste so that they can be recycled.