



Educational Resources

2016 CUSTOMER RETURN POLICY (NOT INCLUDING DAMAGE):

Should a customer who has bought a product, wish to return it as it is not required, we are happy to take it back and costs are as follows:

Costs for Twoey Inside and Outside Product Returns:

- The costs for returns will be 30% of the original invoice charge for UK mainland.
- The cost of returns from areas outside the UK mainland will be 15% of original invoice cost plus the original delivery supplement.

Costs for Twoey Learning Product Returns

- The costs for return will be 30% of the original invoice charge excluding shipping. The goods must be returned in their original packaging. If, upon receipt this is not the case, additional re-packaging costs will apply.

Conditions that apply to returns are as follows:

- As most of our products are made to order and we do not have capacity to store large numbers of returns we are forced to limit the quantity of products that we can accept back to a maximum of four (4) on made to order products and a maximum of ten (10) on stocked products. Where the product is a customer exclusive then this will be limited to one (1).
- The request must be made within 10 working days of receiving the delivery.
- The company will organise the collection of Twoey Inside and Outside products via its courier. It will not collect Twoey Learning items that the customer wishes to return unless there is a stock quantity. In this instance there will be a charge for the collection.
- The goods should be packed in the original packaging and **must arrive back in a condition in which they may be re-sold as new.**
- Any damage to a product on its return must be paid for unless transport damage can be proven and the cost borne by the courier.
- For the collection of Twoey Inside and Outside products a date on which our courier will arrive to pick up the goods will be agreed. Should our courier arrive on the agreed date and the goods not be available for collection then an aborted collection charge will be taken off any credit that is raised. This amount will be £13.65.
- Credit notes will be raised when the product has arrived back undamaged. Where damage has occurred, then a credit note will only be raised when agreement has been reached on who is liable for any damage and the cost involved.
- The company will not credit the cost of the original delivery of £6.50 for the first parcel and £4.20 for each subsequent parcel for UK mainland courier deliveries and £3.00 for postal deliveries.
- Please note that the above costs are subject to VAT at the standard rate.

At all stages of this process customers will be kept informed.

TWOEY inside
Safer, stronger, better

TWOEY outside
"Leave me outdoors!"

TWOEY learning
See, touch, grow