



Returns Policy (businesses and consumers)

by SEQ Legal

Ex-Mo
2-6 Gawsworth Court
Risley Road, Birchwood
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WA3 6NJ, England
Tel:- +44 (0)1925 852145
Fax:- +44 (0)1925 820803
email:- sales@exmo.co.uk
website:- www.ex-mo.co.uk



Returns Policy¹

(1) Introduction

We understand that from time to time you may wish to return a product to us.

We have created this 30-day returns policy to enable you to return products to us in appropriate circumstances.

This returns policy applies to our UK mainland customers only.

This policy does not affect any statutory rights you may have.

(2) Returns

Where you have no other legal right to return a product and receive a refund or exchange, then you will nonetheless be entitled to return a product to us where:

- (a) we receive the returned product within 30 days following the date of delivery of the product;
- (b) the returned product is unused, in its original packaging, with any labels still attached, and otherwise in a condition enabling us to sell the product as new;
- (c) you comply with the returns procedure set out below; and
- (d) none of the exclusions set out below apply.

(3) Returns procedure

In order to take advantage of your rights under this returns policy, you must:

Contact our customer services team via phone on 01925 816866 or email at support@cablesystems.co.uk, they will then help you with what to do next.

For your protection products returned under this policy must be sent by recorded delivery to:

¹ This returns policy template is intended for use on websites that want to offer their customers some extra-statutory returns rights (in line with practice in most large retailers). It should be used in conjunction with a "terms of sale" document incorporating appropriate provisions concerning customers' statutory rights (e.g. under the Distance Selling Regulations). It is drafted for use in relation to both consumers and businesses.



Cable Systems Ltd
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Please note that you will be responsible for paying the costs associated with returning the items to us unless we have delivered the item to you in error, if the item is defective or was damaged during transit.

(4) Exclusions

The following kinds of products may not be returned under this policy:

- (a) any products liable to deteriorate within the period set out in Section 1 and 2 above;
- (b) any product made to your specification;
- (c) any product made to order;
- (d) any product personalised or adapted for you;

(5) Refunds

We will give you a refund for the full price of any item properly returned by you in accordance with the terms of this returns policy including any delivery charges if the items were delivered to you in error, if the item is defective, or was damaged during transit. If, for any other reason, you no longer require the product we will give you a refund for the product excluding the original delivery charges and excluding the costs of returning the product to us and an administration cost will be charged.

If you don't have an account we will usually refund any money received from you by using the same method originally used by you to pay for your purchase. If you do have an account we will usually issue a credit note.

We will process the refund due to you as soon as possible and, in any event, within 30 days following the day we received your returned product.

(6) Improper returns

Where you return a product in contravention of this policy (and where you do not have any other legal right to return the product):

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- (a) we will not refund or exchange the product;
- (b) we may retain the returned product until you pay to us such additional amount as we may charge for re-delivery of the returned product; and
- (c) if we do not receive payment of such additional amount within 14 days of issuing a request for payment, we may destroy or otherwise dispose of the returned product in our sole discretion without any liability to you.

(7) About us

Our full name is Cable Systems Limited

Our registered office and principle trading address is:

2-6 Gawsworth Court,
Risley Road,
Birchwood,
Warrington,
Cheshire,
WA3 6NJ

Our email address is support@cablesystems.co.uk

Our company registration number is 1650681.

Our V.A.T. registration number is GB 374 0134 76

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