

## Upton Home Hardware Limited's RETURNS POLICY

Our returns policy which is in addition to your statutory rights, entitles you to an exchange or credit note provided:

1. You return the item within 7 days of receipt; and
2. You can provide a valid receipt; and
3. The goods are unused and in unopened packaging; and
4. The goods are normal stock items in our store and were not specially ordered in for you;

## SPECIFIC EXCLUSIONS (not exhaustive)

- Helium balloons;
- Balloons;
- Pet and bird food;
- Wood and kindling;
- Bottled gas;
- Seasonal items i.e Christmas specific goods;
- Cut keys;
- Lightbulbs;
- Batteries;