

Avensys UK Ltd Delivery and Returns Policy (Website)



1. Who are we

We are a limited company registered in England and Wales under company number 05320267. Our registered office is at Frederick Road, Hoo Farm Industrial Estate, Kidderminster, DY11 7RA.

For details of how to contact us, please refer to the [Contact Us Page](#).

This delivery and returns policy also relates to the [Consumer Sales Terms and Conditions](#) and [Business Sales Terms and Conditions](#).

2. Delivery options and lead times

Delivery prices stated as Price on Application (POA) will be quoted for each individual order. Where products are available for collection, no fee will be added. Delivery prices vary depending on country.

For confirmation of delivery costs for purchases, the buyer must add products to the basket and confirm country for delivery, the relevant delivery costs will then be automatically applied.

We currently use FedEx for all parcel deliveries, and pallet companies and dedicated couriers for larger items.

We aim to despatch items for delivery within 14 working days.

3. Returns

Returns can be made within 3 months for faulty reconditioned goods, within warranty period. Please contact [Equipment Sales & Solutions](#) to discuss and if relevant arrange a return. Products should be returned in their original packaging and promptly at your cost.

4. Refund policy

Your item(s) will be refunded using the payment method you used to place your order. We are not able to refund through any other payment option. Where a refund is applicable, payment will be made within 7 working days of inspection of goods.