



Returns Policy

We firmly believe that you will be delighted with your order but there may be an occasion where you feel it necessary to return an item. These terms do not affect your statutory rights.

Goods are not supplied on a trial basis. No returns will be accepted or processed without a Return Materials Authorisation (RMA) number being issued by RMX-Global Ltd. Customers are responsible for verifying suitability and compatibility of goods before purchasing.

Your statutory rights under the 'The Sale of Goods Act 1979' (including amendments) are fully supported by RMX-Global Ltd. The 'Consumer Protection (Distance Selling) Regulations 2000' do not apply to business purchases.

Unwanted Goods

If you are a business customer, you may return any unopened goods, in original condition, which can be sold again "as new", within 14 days after the day of receipt of the goods. Customers are responsible for the delivery costs of returning the goods. Please email our Customer Care department info@rmx-global.com to arrange a return.

You will be refunded in full (except for delivery charges) once the goods have been received and confirmed "as new". You will be liable for all administrative costs associated with the return of the goods, and this may well constitute a restocking fee which you will be advised of when arranging your return. Returns must be adequately packed and the RMA number clearly displayed without marking the original packaging.

We do not accept returns after 14 days from the day of receipt of goods, or on goods which have been opened and cannot be sold again "as new"

Faulty Goods within 30 days

If there is a fault with your product you may return the product within 30 days of delivery for replacement or refund. Please email our Customer Care department info@rmx-global.com to arrange a return.

Goods must be received by RMX-Global Ltd within 14 days of the RMA number being issued. RMX-Global Ltd will not be held liable for goods lost or damaged in transit. Customers are responsible for the delivery costs of returning goods. Any return found not to be defective or with faults caused by accident, neglect or misuse will incur a return freight charge.

When an item is to be replaced or refunded the goods must be in original packaging, and with all original boxes, packing materials, manuals and all other accessories and documentation provided by the manufacturer. Goods must be adequately packed and the RMA number clearly displayed without marking the original packaging.

Our promise to replace products or refund your money does not apply to faulty goods where the fault has been caused by accident, neglect or misuse.

Faulty Goods more than 30 days

Once your product is more than 30 days old we will replace it free of charge. This is at the discretion of RMX-Global Ltd. Please email our Customer Care department info@rmx-global.com stating the details of the fault, your order number, and request an RMA number. This does not apply:

- To faults caused by accident, neglect or misuse.
- If you return the product to us without proof of purchase.

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