

Department: [illegible]

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## How to Order

## Arco Returns Policy

1. You may return any item bought from our standard range\* within 30 days of delivery providing it is in the original packaging and suitable for resale. We will also pay the return carriage costs for exchanges or refunds where the return is our error, or the material is deemed to be faulty.
2. Unless incorrectly supplied or deemed to be faulty we cannot accept the return of:
  - Goods that have been embroidered, badged or printed.
  - Goods that have been assembled in line with your requirements.
  - Goods that have been specially procured in line with your requirements and do not form part of our standard range\*.
3. Please note that, where applicable, returns placed via the website will carry a reduced handling charge equivalent to 7% of the value of the returned item (normally 15%) unless we delivered the item in error or the item is faulty.
4. Our promise is to uplift unwanted goods from your premises within 5 days of the request being made.
5. This does not affect your statutory rights.

\*Our standard range comprises those products which are promoted in our catalogues and publications, such as:

- The Arco Catalogue
- Sector Catalogues
- World of Work
- Spotlight
- The Arco website [www.arco.co.uk](http://www.arco.co.uk)
- National Press Advertising
- National Branch promotions