

REFUND POLICY FOR RESIENT LABS LTD

Thanks for purchasing our products.

Goods are to be returned at the customer's expense to Resient Labs Ltd, Unit 10 Rassau Industrial Estate Ebbw Vale Gwent NP23 5SD United Kingdom.

You must contact us of your intention prior to returning the goods. When you do so, we will provide you with a reference number. We will not refund any returns without a reference number.

You can contact us by writing to us at info@resientlabs.com or my telephoning us on +44 (0) 1495 687150. We will help you resolve any issues to the very best of our ability. We are a customer care company first and foremost.

1. RETURN WINDOW

- 1.1 In order to be eligible for a refund, you must return the product within 30 calendar days of your purchase. The product must be in the same condition that you receive it in, unopened and undamaged in any way.
- 1.2 After we receive your item, our team of professionals will inspect it and provided the goods are intact, with no damage, we will process your refund.

2. RESTOCKING FEE AND DEDUCTIONS

- 2.1 A re-stocking charge of 20% will be made for goods that are of merchantable quality. The money will be refunded, minus the restocking fee, to the original payment method you've used during the purchase.
- 2.2 Resient Labs Ltd shall be entitled to deduct from the amount to be refunded;
 - i. the direct costs of recovering the Products or to reflect the loss or damage to the Products;
 - ii. if the Consumer does not return all of the Products that have been cancelled;
 - iii. the Customer does not pay the costs of returning them;
 - iv. the Products are damaged during the course of the return;

3. METHODS OF REPAYMENT

- 3.1 For credit card payments it may take 5 to 10 business days for a refund to show up on your credit card statement.

3.2 PayPal

4. EXAMINATION OF GOODS

- 4.1 It may be the case, and especially with paints, that we will need to make sure that the specifications of the product fall within the limits of our quality control. An example of this would be the need to ascertain through testing, that the paint has been unaffected by such concerns as storage post dispatch from our premises. This is the main reason for the restocking fee although there are other justifications.
- 4.2 If the product(s) is damaged in a certain way, then you may, as a good will gesture, be subject to a partial refund.
- 4.3 Partial refunds are at discretion of Resient Labs Ltd and will be final.

5. RIGHT NOT TO CANCEL

- 5.1 A Consumer may not cancel if the Products have been made to the Customer's specifications for example, a request for a unique colour other than those classed as a stock item or the Customer has not used the Product at all.
- 5.2 The provisions of these Conditions do not affect a Consumer's statutory rights.

6. IF THERE IS A PROBLEM WITH THE PRODUCT THAT IS NOT YOUR FAULT.

- 6.1 If you have any questions or complaints about the product, please contact us. You can telephone our customer service team at +44 (0) 1495 687150 or write to us at info@ResientLabs.com. Alternatively, please speak to one of our staff.
- 6.2 If you wish to exercise your legal rights to reject products you should return them by courier to us or if you cannot organise a courier, allow us to collect them from you. We will pay the costs of postage or collection. If you do organise a courier, we will need to be informed of the costs involved. We reserve the right to reject the cost of transport over and above what is considered our standard freight charges.
- 6.3 Please call customer services on +44 (0) 1495 687150 or email us at info@ResientLabs.com for a return label or to arrange collection.