



RETURNS POLICY

EFFECTIVE 3RD APRIL 2023

IF YOU ARE LOOKING TO RETURN PRODUCT

- Refunds must be requested within **14 days** of delivery, still in their original packaging, in a re-sellable condition.
- Any request to return goods **must** be emailed to MOY:
Ireland: Jason Wilson - jw@moymaterials.com
UK: Alan Copeland - Alan.Copeland@moymaterials.com
along with reason for returns, technical department will be notified. **All batch numbers and product labels must be photographed** and sent in at time of initial request.
- Technical assessment to be conducted and they determine if goods can be returned with evidence ie. Photos of materials with batch numbers etc.
- All goods will be inspected on return to our Warehouse subject up to **50% restocking charge** depending on the condition of the goods.

GOODS THAT CANNOT BE RETURNED

- Any goods that are **damaged/unable to be resold**, customer will be advised **no credit** to be issued and can either collect the goods or can be disposed of by MOY.
- In the case where MOY need to dispose of material a cost factor will be applied.
- Any bespoke/job specific materials, i.e tapered schemes, rooflights, any opened cans of adhesive or primer, unwrapped insulation that's damaged, and any sedum/ green roof media.

TRANSPORT OF GOODS TO BE RETURNED

- Where possible, customer should arrange own transport.
- If a customer is returning Item (s) themselves, the customer is advised to use an **insured, traceable service**. Customer liability remains until goods are tangibly identified at supplier premises and accepted by Moy personnel, not at point of outward delivery from the customer
- MOY can arrange haulage of goods on customers behalf if requested, materials must be palletised and secured for collection. In these instances, MOY will accept **no liability** for any damage caused in transit.
- **Cost of transport** to collect from site will be borne by the **client**.
- Customer will be notified of **carriage cost** by email and it must be **agreed before collection** is made.
- If the goods returned are **not of the required standard for re-sale** then the client will be **charged to dispose** of the materials and invoiced accordingly.

Retention of title remains within the Moy Group of companies until such time that payment has been received in full.

Whilst we do our utmost to support our customers, the management decision will be final, please ensure you read the and understand MOY's returns policy.