

## Returns and Refunds Policy

### 1. In General

Please refer to the following information when returning products delivered from Tiger Filtration Limited. Your statutory rights are not affected by this information.

### 2. Products That Are Not Required

You can return any unused and unopened Standard Product to us in its original condition & packaging for a refund within 30 days of delivery to you. Please note; special customer requirements (bespoke customer printing) are unable to be refunded. For information regarding how to return a Product please see below.

### 3. Cancellation Rights

You can cancel an order and receive a full refund (including standard delivery charges) by e-mailing [sales@tigerfiltration.co.uk](mailto:sales@tigerfiltration.co.uk) (including order number, post code and telephone number) at any time before the Product is dispatched. This cancellation right does not apply to bespoke/specials or bought-in products. Cancellations made after the Products have been dispatched will incur a 20% handling charge & no refund of delivery charges will be made. Refunds will be paid to the customer account used to place the order and will be made as soon as possible and no later than, the earlier of 14 days after our receipt of the returned Products. We are permitted to reduce your refund to reflect any reduction in the value of the Products which are due to the manner in which you have handled them.

Please note that if you cancel an order after the Product has been delivered, you will be responsible for returning the Product to us at your cost and within 14 days of the cancellation of your order. For information regarding the return of Products please see below.

### 4. How to Return a Product

If you wish to return a Product after it has been delivered, you will be responsible for returning the Product to us at your cost by any reasonable means within the timescales previously stipulated. If the Product was delivered by TNT/FedEx, you can request a return directly via the TNT/FedEx website, using your original tracking information.

### 5. Faulty or Damaged Products

In the unlikely event that a delivered Product is faulty or damaged, Tiger Filtration will require photographic evidence (which can be sent to [sales@tigerfiltration.co.uk](mailto:sales@tigerfiltration.co.uk)) & the company will potentially request the Product returned for Q/A inspection. This will be processed through our Customer Corrective Action (CCA) procedure. Tiger Filtration are required to be notified of the product's fault within 30 days of it being delivered to you.

If the Product was delivered by TNT/FedEx, you can request a return directly via the TNT/FedEx website, using your original tracking information.

Alternatively, you can arrange for the faulty or defective Product to be collected by sending an email to [sales@tigerfiltration.co.uk](mailto:sales@tigerfiltration.co.uk) or by telephoning us on +44(0)191 565 5348 with your order number and details of the product to be returned.