

Returns Policy

A return authorisation number (RAN) is required to return ANY merchandise to PC Cox. **This number must be obtained by contacting our sales department.**
NO returns will be accepted without prior approval and a return authorisation number.
This number must be clearly marked on the outside of the parcel(s)/pallet(s).

ALL returns must be sent back by traceable service to:

Goods- in Department
PC Cox Ltd
Turnpike Industrial Estate
Newbury
Berkshire
RG14 2LR England.

Please ensure to enclose a covering note showing your authorisation return number as well as a description of the fault/problem.

STOCK RETURNS

Contact us prior to returning any goods.

All merchandise returned to our warehouse must be unused, in original cartons, include all accessories originally shipped with the tool, and sent freight paid unless agreed otherwise.

A restocking fee will be levied on all merchandise returned to the warehouse. This will be discussed and agreed before the return of the goods.

All products returned to us must be received and inspected prior to credit. Please allow 2 to 3 weeks for the refund to be processed.

DEFECTIVE ITEMS

If product is being returned due to shipment damage, or it was defective upon receipt, please make sure to report the damage **within a maximum of 14 days of receipt of the goods**. A return authorisation number is required.

Products returned will be either repaired or replaced at PC Cox's discretion unless agreed otherwise.

REPAIR SERVICE

PC Cox does not generally offer an after sale repair service. However, at the company's discretion, we may accept returns for repair in certain circumstances. This will be subject to a minimum charge of £50.00. Parts and return freight are additional. Please contact us for further details.