

## **Refund policy**

### **Return and Refund Policy**

Thank you for shopping at Wholesale Tiles Ltd ("we," "us," or "our"). We aim to provide you with the best possible shopping experience. If you are not completely satisfied with your purchase, we're here to help. Please read our Return and Refund Policy below for detailed information on returning your items and requesting a refund.

#### **1. Returns**

##### **1.1. Eligibility for Returns:**

- You have the right to return items within 14 days of receiving your order, as outlined by the Consumer Contracts Regulations 2013.
- Items must be in their original condition, unused, undamaged, and in the original packaging.
- Custom or bespoke items and any products cut to size are non-returnable unless faulty.

##### **1.2. How to Return Items:**

- To initiate a return, please contact our customer service team at sales@wholesale-tiles.co.uk or 08006441234 with your order number and reason for return.
- We will provide you with return instructions, including the return address and any additional steps required.

##### **1.3. Return Shipping Costs:**

- Return shipping costs are the responsibility of the customer, unless the product is defective, damaged, or incorrect.
- We recommend using a trackable shipping service or purchasing shipping insurance, as we cannot guarantee receipt of your returned item.

##### **1.4. Inspection and Approval:**

- Once we receive your returned item, we will inspect it and notify you of the approval or rejection of your return. Items not in their original condition or missing parts may be rejected.

#### **2. Refunds**

##### **2.1. Refund Process:**

- If your return is approved, we will process your refund within 14 days of receiving the returned items.
- Refunds will be made using the original payment method used during the purchase. If this is not possible, we will contact you to arrange an alternative.

##### **2.2. Non-Refundable Items:**

- Custom or bespoke items, products cut to size, or clearance items are non-refundable unless faulty.

- Any items not in their original condition, damaged, or missing parts for reasons not due to our error.

### **2.3. Partial Refunds:**

- In some cases, only partial refunds may be granted. This includes items returned with obvious signs of use or damage.

### **3. Faulty or Damaged Items**

If you receive a faulty, damaged, or incorrect item, please contact us within 7 days of delivery at [sales@wholesale-tiles.co.uk](mailto:sales@wholesale-tiles.co.uk) or 08006441234. We will arrange for a replacement or full refund, including return shipping costs, once we have verified the issue.

### **4. Exchanges**

We only replace items if they are defective or damaged. If you need to exchange your item for the same product, please contact us at [sales@wholesale-tiles.co.uk](mailto:sales@wholesale-tiles.co.uk) or 08006441234 for further assistance.

### **5. Cancellation Policy**

You have the right to cancel your order within 14 days from the day you receive the goods. To cancel your order, please contact us at [sales@wholesale-tiles.co.uk](mailto:sales@wholesale-tiles.co.uk) or 08006441234. If the order has already been dispatched, you will be responsible for return shipping costs.

### **6. Contact Us**

If you have any questions about our Return and Refund Policy, please contact us at:

Email: [sales@wholesale-tiles.co.uk](mailto:sales@wholesale-tiles.co.uk)

Phone: 08006441234

Address: [Forward House, Coventry Business Park, Toledo Close, Coventry CV5 6UN](#)

---

### **Wholesale Tile**

Wholesale Tiles Ltd | 42 The Brambles, CM23 4PX | 14445588