

Returns Policy

The purpose of this policy is set out the process to be followed by customers for returning product to GreenBlue Urban in the event of damage or items no longer being required.

1. Any discrepancy relating to the quantity, quality or description of goods must be communicated to GreenBlue Urban Ltd within 48 hours of delivery by telephone and confirmed in writing within seven working days of the time of delivery.
 - a) Any goods received damaged should be notified on the delivery note and GreenBlue Urban contacted within 48 hours of receipt by telephone to the company. When goods are delivered by a third-party carrier damages must be noted on both their paperwork (retained by the driver) as well as on the customer copy, at the time of receipt.
2. Missing items must be notified within 48 hours of delivery / expected delivery by telephone and confirmed in writing, otherwise no liability will be considered by GreenBlue Urban and no claim will be processed.
3. If product is no longer required within 28 working days from the date of invoice, and the item is unused, in its original packaging with all parts and manuals in a saleable condition you may request a return. There will be a 25% handling charge applied, to any associated credit plus to cost of any carriage. Products not covered under this point are as follows –
 - Non-Returnable Products as Detailed in the Price Guide
 - Non-Stock Items
 - Special Order Items
 - Arboresin
 - RootStart Professional Mycorrhiza Fungi
 - Soil, Gravel, Bark & Bagged Topsoil
 - Greenwall Products
4. Goods may also be returned within 60 days from the date of invoice, only with prior written agreement, in addition to any other conditions, which GreenBlue Urban may at its discretion impose. Any authorised return will be subject to a handling charge of 40% of the invoiced value. The customer is responsible for the cost associated to returning the items. GreenBlue Urban Ltd can arrange collection of goods for return at a charge of £50.00+ VAT per pallet. There may be additional charges for export and offshore islands. Any original delivery charges will not be refunded and will not form part of any associated credit.
 - a) All goods must be in saleable condition with the original packaging. Good received back to GreenBlue Urban damaged, or in an unsalable condition will not be refunded.
 - b) Prior to arranging a return, RMA (Returns Merchandise Authorization) will be issued to include with consignment for return.

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