

Returns & Refunds Policy

F Giles Garden Machinery

At **F Giles Garden Machinery**, we take pride in supplying high-quality equipment to keep your garden in peak condition. We understand that sometimes a purchase might not be quite right. Please review our policy below regarding returns, exchanges, and cancellations.

1. Return Period

You have **14 days** from the date of delivery or collection to return an item.

2. Condition of Goods

To be eligible for a return, the machinery must be:

- **Unused and Unfuelled:** We cannot accept returns on petrol-powered machinery once fuel or oil has been added to the engine.
- **Original Packaging:** Items must be in their original, undamaged packaging with all manuals, tools, and accessories included.
- **Resaleable:** The item must be in "as-new" condition.

3. Restocking Fee

Please note that all non-faulty returns are subject to a **20% restocking charge**.

This fee covers the cost of technical inspection, testing, re-boxing, and administrative processing to ensure the machinery remains safe for future resale. This amount will be deducted from your final refund.

4. Items Not Eligible for Return

- Special orders or machinery modified to customer specifications.
- Consumables that have been opened (e.g., chainsaws chains, oils, nylon line).
- Items showing signs of use, wear, or damage.

5. How to Initiate a Return

1. **Contact Us:** Email our team or visit us in-store with your original proof of purchase.
2. **Inspection:** Once the item is received, our technicians will inspect it to confirm it meets the return criteria.
3. **Refund Processing:** After approval, your refund (minus the 20% restocking fee) will be processed via the original payment method within 7–10 working days.

6. Faulty or Damaged Goods

If your machinery is faulty upon arrival or develops a manufacturing defect, please contact us immediately.

- Faulty items are **not** subject to the restocking fee.
- We reserve the right to repair or replace the unit in accordance with the manufacturer's warranty terms before a refund is considered.

Shipping Costs: Unless the item is faulty, the customer is responsible for the cost of returning the machinery to F Giles Garden Machinery. We recommend using a tracked, insured service for larger equipment.