

ROXOR

Returns & Uplift

A new process has been introduced for all returns. Roxor Group will determine if it is applicable for us to provide the uplift, or for you return on your own transport.

1. Damaged or a shortage of items upon delivery must be reported within 72 hours in order to be validated - please bear in mind that photographs may be required. In the rare event your customer experiences a manufacturing defect, the relevant product guarantee applies.
2. If requested within 28 days, we will accept return requests for good stock however, these will be subject to a 25% handling charge
3. If your return is regarding an item that has already been installed, please ensure that you have already contacted our technical team at technical@roxorgroup.com so that we have had the opportunity to resolve your issue with our extensive spares range and aftersales service.
4. An Uplift Form must be completed in order to begin the uplift process. The form can be obtained by emailing returnsadmin@roxorgroup.com or, by downloading our form.
5. After a member of our return admin team authorise the uplift, you will be sent an authorisation reference that will be used throughout the rest of the process. Without this reference, the uplift will not be processed.
6. Goods in zone 1 will be uplifted within 5 working days of authorisation and when there is receipt of a completed uplift form (any uplifts from zone 2 may take longer). Please ensure your goods are ready for collection as any failed uplift attempts will be chargeable at the following: parcels £10.75 (zone1), £30.00 (zone 2); oversized parcels £22.00 (zone 1), £40.00 (zone 2); pallets £45.00 (zone 1), £140.00 (zone 2).
7. Once the uplift is complete, your account will be credited for the returned goods within 15 working days providing the goods match the details on the authorised uplift form.
8. If you have any unanswered questions about this process, please contact our administrations team on 01422 417100 and select the sales enquiry options. Alternatively, you can email returnsadmin@roxorgroup.com

Terms & Conditions

- Without a completed uplift form and authorisation from our office, goods will not be collected or credited. To allow us to process the uplift as efficiently as we can, please complete the form as fully as possible
- Goods will only be collected from your business premises. If there is an unsuccessful uplift attempt, Roxor Group will pass on any additional costs to the customer
- Please keep in mind that:
 - Carriers have been advised to not collect unless the customer has the correct paperwork to support the uplift request
 - Roxor Group will not accept the delivery back without the completed paperwork.
- All return requests must be reported within 28 days of receiving goods. Uplift requests logged later than this will be at Roxor Group's discretion.
- Uplift transport costs and a 25% handling charge will be applied to all returns where there is no fault found with the product. This is to cover administration, distribution and transport costs incurred.
- Where returns are found with no faults, they will only be credited if the products are in a saleable condition and in their original packaging. If the items are not deemed fit for resale, you will be contacted and given a 14-day window to collect the products or they will be disposed of.
- If any goods are returned that are not authorised and listed on our returns delivery note, they will not be processed and goods will be disposed of if not collected.
- If goods have been fitted/installed, they will not be considered for return unless the process outlined in point 2 has been followed.
- Items that have been left on back order are not eligible for an uplift if delivered and no longer required.