
Fakro GB Ltd : Returns Policy 2022

Any returns will need to be authorised by Fakro GB Ltd, please email your return request to sales@fakrogb.com with the original order number and details of the items to be returned.

Fakro GB Ltd will accept returns of standard items within 30 days from the date of delivery, providing they are in good condition. The customer will have 4 weeks from the date of agreement to return the goods, after this they will not be accepted.

Please note, special items and non-stock items cannot be returned.

Fakro GB Ltd will provide the customer with a Service Returns Number to send the goods back to FAKRO GB.

Returns are the responsibility of the customer to arrange, and will be paid for by the customer, a 35% administration charge will apply, however this administration charge may be waived if a re-order has been placed for the same value or more. Goods must be returned in a re-saleable condition. The goods will be inspected, and any re-packing will be charged at £35.00 per box. Any damaged items will be refused a credit and the customer will have 4 weeks to reclaim the damaged goods, with them paying the carriage to have them back.

All returns must be approved by the Operations Manager or the Office Manager.