



Please see below our returns policy as laid out in conjunction with our Terms & Conditions. This does not affect your statutory rights.

**In the event of returning any goods to us, please see below.**

- Any cancellations/amendments must be made within 8 hours of the order by calling 01257 791109 or by emailing sales@awfiresafety.co.uk
- Goods must be returned within 14 working days, **(this does not apply to made-to-order products)**
- Goods that are made-to-order, (bollards coated to specified colour, or keyed alike) are subject to 50% restocking fee
- Goods must be in their original packaging, not used and in a resellable condition
- Any goods damaged on delivery, must be reported within **24 hours**. All our goods are packaged and dispatched to ensure that they reach you in excellent condition. In the event that any goods were damaged in transit, please notify us **asap**

AW Fire Safety are committed to ensuring our customers receive the best products. All items are covered under 12-month warranty