

FENCEUK.co.UK

0800 880 7549

Return & Refund Policy

Thanks for shopping at www.fenceuk, our fully trained team of call handlers are always happy to help and make sure that you receive the items that you require so please contact us if you need help before purchasing.

However, if you are not satisfied with your purchase then we are here to help.

Returns

You have 7 Calendar days to return an item from the date you receive it. To be eligible for a return, your item must be unused and in the same condition that you received it in. All items must be in the original packaging / banding that they arrived in, if any banding has been broken or packs opened then a refund will be automatically refused. You will also need to have the receipt or proof of purchase. **exceptions apply

** Powder coated or special order items are non-refundable and will be done to your specification on confirmation of order with one of our team.

Refunds

Once we receive your item, we will inspect it and notify you that we have received it. We will immediately notify you on the status of your refund when inspection is complete.

If your item is approved, we will initiate a refund to your original payment method and you will receive the credit within a certain amount of days, depending on your card issuer's / banks policies.

Shipping

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of delivery, and return shipping will be deducted from that amount.

Contact us

If you have any further questions then please contact one of the team.