

RETURNS POLICY

Supplier: Infinity Incorporated Ltd T/As Creative Emporium
Customer Name: University of Warwick

Conditions of Return

Return of Faulty or incorrect items: damaged or faulty items / if incorrect items were despatched

- Faulty or incorrect items must be returned within 28 days of receipt of stock.
- In this instance Creative Emporium will arrange for collection of the said items.
- Once the items have been returned, Creative Emporium will arrange, wherever possible, for replacements to be despatched free of charge (and subject to no additional carriage costs).
- Where faulty or incorrect goods are returned to us for replacement, we reserve the right to credit their price instead of replacing them.

Return of Non-Faulty items: items sent correctly as per the order and exhibit no fault.

- Non-faulty Branded items are non-returnable. (e.g. those that have been embroidered, printed, transfer printed, or tax tabbed).
- Non-faulty items that have not been branded and that do not fit or are no longer required may be returned up to 28 days after receipt of goods, as long as they have not been worn or altered in any way, and are still in the original packaging and fit to be returned to stock for future issue.
- When returning plain non-faulty items the returnee will arrange for return of the goods.
- Once the items have been returned, Creative Emporium will act as follows:
 - Unbranded/non-personalised items (excluding special/outsize items):**
 - For returned items that have not been made to order, branded or personalised in any way, Creative Emporium will credit the centre for 90% of the value of the returned unbranded items (reserving a 10% re-stocking/admin fee).
 - For any replacement items a new order should be placed via the Warwick Web Ordering System and obtain a new Purchase Order as this will be dealt with in the same manner as all new orders.

Returns Procedure

For all Returns the following procedure has been agreed:

1. Anyone wishing to return items should contact their account manager at Creative Emporium to request a returns note, quoting the reference number of the order (Warwick's Purchase Order number, the Order number, or Creative Emporium Sale Order number – all can be found on a delivery note).
2. Creative Emporium will issue a returns note via email relating to the goods being returned.
3. The goods are then to be returned to Creative Emporium with a copy of a completed returns note accompanying each returned item/s.

The address for all returns is as follows:-

F.A.O. Kelly Sowden, Returns Dept, Creative Emporium, 4 Whitehall Cross, Leeds, LS12 5XE

4. Creative Emporium will confirm receipt of returned goods via e-mail and issue credit notes and/or replacement goods as applicable.