

## Flair Stairs Returns Policy

1. You must notify us of your intent to return the goods within 14 calendar days, starting on the day following the day of delivery.
2. You have a further 14 calendar days to return the goods to us. This 14-days starts on the day following your notification to us of your intent to return the goods. We must have received your returned item/s on this 14th day at the latest.
3. You will be responsible for all costs associated with returning the goods to us and responsibility for the goods will remain with you until we have received them in full.
4. We will take a 20% handling charge and refund the rest of the cost of the products returned.
5. Costs incurred by you to return items to us will not be refunded unless the returned items are faulty, or we have sent items in error. In either of these cases, we will refund reasonable postage costs.