



Returns Policy

If goods need to be returned at point of delivery; reject the goods and mark this clearly on the proof of delivery to enable the driver to return to the depot with the goods. We request that notification should also be received from the customer to Spot-On-Supplies.

If goods were unable to be returned at point of delivery, Spot-On-Supplies needs to be notified within 2 working days. We require the reason for the return and complete product and quantity details. Once the return has been confirmed, please ensure that the goods are easily accessible for collection when the distribution member is next in your area.

Any goods returned are to be in original delivered condition (e.g. unopened and in original packaging).

Returned goods may be subject to a potential re-stocking fee.

On receipt of returned goods in the condition outlined above, a credit note will be raised to the value of the goods minus a re-stocking fee (if applicable).

Updated, April 2019