

# Kährs Return Policy – Consumer goods purchased on kahrs.com, United Kingdom

## Returns at Kährs

We want shopping for floor care products from Kährs to feel safe and straightforward. If you wish to return a product purchased via our website, kahrs.com, we will be happy to assist you.

This returns policy complements our Terms and Conditions and explains how the returns process works in practice.

Ordered floor samples cannot be returned or exchanged.

## 1. How to register a return

If you would like to return a product, please use the return form available on our website.

If the return form is temporarily unavailable, you may contact us by email using the contact details provided on the website.

To help us process your return as smoothly as possible, please include:

- your order number
- the product or products you wish to return
- quantity to be returned
- contact name
- phone number
- reason for return

For larger, heavier or bulkier returns, we may also ask for:

- parcel or pallet dimensions
- estimated weight
- photos of the packed goods

## 2. Before sending goods back

Please wait for our return instructions before sending goods back.

Once your return has been registered, we will provide the relevant return instructions, including the return address and any transport details.

For some returns, we may need to assess whether collection should be arranged or whether the goods should be sent back by another method.

### 3. Packaging requirements

Products should be packed carefully so that they are protected during return transport.

We may ask you to provide photos of the packed goods before transport is booked or approved, especially where:

- the product is bulky
- the original packaging is damaged
- more than one item is being returned
- a special transport arrangement is needed

You remain responsible for the goods until they are received by us.

### 4. Time limits for cancellation returns

If you are exercising your right to cancel, you must notify us within 14 days from the day you received the goods.

Once you have informed us of your cancellation, the goods must be sent back without undue delay and no later than 14 days after that notification.

Forms for cancellation and return are available on the website.

### 5. Return conditions

To help us handle your return efficiently, the goods should:

- be properly packed
- be returned in as good condition as reasonably possible
- include enough information for us to match the return to the correct order

If the goods have been handled more than necessary to establish their nature, characteristics and functioning, we may make a deduction for diminished value in accordance with our Terms and applicable law.

### 6. Products that may only be returned unopened

Some products can only be returned if unopened for safety, hygiene or product-related reasons.

This may include:

- sealed goods
- chemical floor care products
- products affected by improper storage after delivery

This does not affect your statutory rights in relation to faulty goods.

## **7. Return costs**

If you return goods under your right to cancel, you are responsible for the cost of return shipping.

If a special collection or transport arrangement is required, the actual return transport cost may apply. If so, we will inform you when the return is being arranged.

## **8. Refunds**

Once we have received and processed your return, any refund will be made in accordance with our Terms & Conditions.

Refunds will be made using the same payment method used for the original purchase, unless otherwise agreed.

## **9. Faulty or damaged goods - complaints**

If you want to return goods because they are damaged, faulty or incorrectly supplied, please contact us regarding a complaint rather than using the standard cancellation return process.

We may ask you to:

- describe the issue
- provide photographs
- wait for instructions before sending the goods back

## **10. Contact**

Contact details and forms for returns and cancellation are available on our website.