



Returns Procedure

Covering textile film and print

STEP BY STEP

Stage 1

Raise a ticket with our Xpres Technical team through www.xprestechnical.co.uk, our highly trained Technical team will do all they can to resolve your problem through our ticketing system. Should the problem require one of our Technical team to produce their own tests, a sample will be requested.

Postage will be reimbursed should the product be deemed faulty by our Technical team.

Any replacement materials required before the outcome has been finalised will require payment in full.

Stage 2

Once the sample has been received an email will be sent to inform you that the sample has been received. The member of Technical services testing the product will aim to contact you within five working days from receiving the sample to inform you of their findings and provide further assistance.

Stage 3

In some circumstances our Quality Control department may need to liaise with the manufacturer of the material for complaints raised. If this is the case a credit or a replacement from a different batch will be offered. The suspected faulty material will be returned to the manufacturer for further analysis.

PLEASE NOTE: In all situations regarding complaints the testing will be carried out using equipment and instructions recommended by Xpres, should no fault be found through our testing process a full credit or refund will not be offered. If the customer still wishes to return the goods a restock charge of 20% will be enforced. Products purchased over 6 months prior to the complaint are unable to be returned.