

Smarter Production LTD – Return Policy Last Updated: May 22, 2025

Introduction

Smarter Production LTD ("we," "our," or "us") aims to ensure complete customer satisfaction. This Return Policy explains our procedures for returning products purchased from our website: <https://smarterproduction.co.uk>.

Return Eligibility

- You may return eligible products within 14 calendar days from the date of receipt.
- Returned items must be unused, undamaged, and in their original condition, including original packaging and documentation.

Non-Returnable Items

- Custom-made or bespoke products
- Items specifically marked as "non-returnable" at the time of purchase
- Items damaged due to improper handling or misuse by the customer

Return Procedure

1. Contact us at orders@smarterproduction.co.uk, providing your order details and reason for the return.
2. You will receive a Return Merchandise Authorisation (RMA) number and instructions for returning your product.
3. Pack the item securely, clearly marking the RMA number on the outside of the packaging.

Refunds

- We process refunds within 7 working days after receiving and inspecting the returned item.
- Refunds are issued to the original payment method.
- Shipping charges are non-refundable unless the return results from our error.

Exchanges

- Exchanges are possible within the 14-day return period.
- Follow the standard return procedure and specify the replacement item required.

Damaged or Faulty Products

- Report damaged or defective products immediately upon receipt, providing photographic evidence and details.
- Such products will be replaced or fully refunded, including shipping costs.

Contact Us

If you have any questions regarding this Return Policy, please contact us:

- Email: orders@smarterproduction.co.uk
- Website: <https://smarterproduction.co.uk>
- Phone: +447891514564
- Address: Smarter Production LTD, Flat 126, Lyons Dock, 470 Oldfield Lane, Greenford Quay, UB6 0GA, UK

Changes to this Return Policy

We reserve the right to update this Return Policy at any time. Any changes will be reflected by updating the "Last Updated" date above. We encourage you to review this policy periodically.

Governing Law

This Return Policy is governed by the laws of the United Kingdom.