



Relay Global Returns Policy

At Relay Global, we want our returns process to be clear, fair, and simple for all our customers.

1. Eligibility for Returns

We accept returns in the following situations:

- We supplied the wrong product.
- The product was damaged before it reached the customer.
- The customer changed their mind and no longer requires the product.

2. Time Limits for Returns

- **Change of Mind** - Requests must be made within **30 days** of the invoice date.
- **Damaged, Defective or Incorrect Goods** - Claims must be made within **3 days** of delivery.

3. Conditions for Return

Products must be:

- Unused and unopened.
- In retail-ready condition, with original packaging and labelling intact.
- Free of additional labels, markings, or price tags.
- Referenced with the original **invoice number or delivery note number**.

4. Non-Returnable Items

The following items cannot be returned:

- Custom, special-order, non-stock, or tinted paint products.
- Perishable goods or items with expiry dates.
- Products sold under “Final Sale” or “Non-Returnable.”
- Items damaged after delivery due to improper handling or storage.

Special note on Zeroflame products

Because Zeroflame is tied to fire safety certification, we can only accept returns for goods that have **not been resold and collected by an end user**. Once this has happened, the customer is eligible to claim a certificate, and we can no longer accept returns. We strongly advise our dealers to take the same stand.

⚠ **Returning Zeroflame after resale could put lives at risk in the event of a fire.**





5. How to Request a Return

1. Email info@relay.global or call +44 (0)28 9262 0300 / +353 (0)1 840 3969.
2. The customer should provide their invoice or delivery note number, product details, and reason for return.
3. We will confirm next steps and advise on shipping or collection.

6. Costs and Restocking Fee

- A **15% restocking fee** applies to all approved returns unless the return is due to our error.
- Return shipping costs are the retailer's responsibility unless the return is due to our error.
- We recommend tracked shipping.

7. Refunds & Credits

- Approved returns are processed within **10 working days** of inspection.
- Refunds are normally issued as account credit, or replacement products can be provided.

8. Damaged, Defective or Incorrect Goods

- Claims must be made within **3 days of delivery**.
- Provide invoice or delivery note number, description of the issue, and photos if damaged.
- Tell us if you prefer replacement goods or account credit.
- Approved claims are processed within **10 working days**; we'll advise on collection or disposal.