

# Returns and Cancellations Policy



**Policy Owner:** Jody Walker

**Approved by:** Managing Director

**Issue Date:** 31/03/2026

**Next Review Date:** 31/03/2027

**Version:** 1.0

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## Purpose and Scope

This Returns and Cancellations Policy defines OSI's approach to order cancellations, returns, and refunds. It ensures that all customers are treated fairly while protecting the operational and financial integrity of the business.

Office Supplies for Industry Ltd specialises in the supply and installation of office and educational furniture, much of which is manufactured to order. As such, orders are processed immediately upon confirmation, and associated costs are incurred early in the fulfilment process.

This policy applies to all customers and all orders placed with OSI, including standard products, made-to-order items, and project-based supply and installation.

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## Commitment to Customer Satisfaction

OSI is committed to delivering a high level of customer satisfaction and will make every reasonable effort to support customers in the event of cancellations, returns, or product concerns.

We aim to:

- Provide clear and transparent information prior to purchase
- Support customers in selecting suitable products
- Handle cancellations and returns in a fair and consistent manner

- Work with our supply chain to minimise unnecessary costs
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## Order Processing and Cancellations

Due to the nature of our products and supply chain:

- All orders are processed immediately upon confirmation
- This includes procurement of materials, manufacturing allocation, and logistics planning

Customers wishing to cancel an order must contact OSI within **24 hours of placing the order**.

OSI will:

- Assess the stage of the order
- Liaise with suppliers where required
- Seek to minimise any costs incurred

However, depending on progress, **cancellation charges may apply**, including:

- Material costs already committed
- Supplier charges
- Administrative and processing costs

In some cases, this may result in a **partial or full cancellation fee**.

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## Refusal of Delivery

If a customer refuses delivery of goods (for reasons other than damage or fault):

- The order will be treated as a cancellation
- A charge of up to **100% of the order value** may be applied

This reflects costs already incurred in production, handling, and logistics.

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## Returns and Unsuitable Goods

If goods are deemed unsuitable after delivery:

- Customers must contact OSI as soon as possible
- OSI will consult with the relevant supplier regarding return eligibility

Returns are subject to:

- Supplier approval
- Goods being unused and in original condition
- Packaging being intact where applicable

Where returns are accepted:

- Charges may apply, including:
  - Collection/transport costs
  - Restocking fees
  - Supplier administration charges

These costs will be deducted from any refund.

Due to the nature of many products supplied, **return costs may be significant and, in some cases, may be up to 100% of the order value.**

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## Non-Returnable Items

Many products supplied by OSI are:

- Made to order
- Customised
- Built or finished specifically to customer requirements

These items are typically **non-returnable** unless faulty or damaged.

Customers are strongly advised to:

- Confirm suitability prior to ordering
- Seek guidance from OSI where required

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## Damaged or Faulty Goods

If goods arrive damaged or faulty:

- Customers must notify OSI promptly
- Evidence (e.g. photographs) may be requested

OSI will:

- Investigate the issue
- Arrange repair, replacement, or resolution as appropriate
- Work with suppliers to resolve issues quickly and efficiently

No charges will apply where goods are confirmed to be faulty or damaged.

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## Refunds

Where a return or cancellation is approved:

- Refunds will be processed once goods are received and inspected (where applicable)
- Any applicable charges will be deducted prior to refund

Refund timescales may vary depending on:

- Supplier processes
  - Payment method used
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## How We Manage Returns Effectively

To ensure consistency and fairness, OSI:

- Maintains clear communication with suppliers
  - Applies a structured review process for cancellations and returns
  - Keeps records of all return and cancellation cases
  - Uses feedback to improve product guidance and reduce future returns
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## Management Responsibility

The Managing Director and leadership team are responsible for ensuring this policy is implemented effectively.

This policy will be:

- Reviewed annually
- Updated where necessary to reflect operational or supplier changes
- Communicated to relevant staff

All employees involved in sales, customer service, and operations are expected to understand and apply this policy consistently.

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