

Returns Policy

Mundy Veneer is dedicated to offering the highest levels of quality and service. All veneer is handpicked to match your specification as closely as possible. Although we very much hope that you will be delighted with the veneer or veneer products that you receive, we appreciate that mistakes are made and you may wish to return the goods to us. This policy sets out how and when you may return products to us. Please make sure you read this before starting to use the veneer or other products.

Cancelled Orders

- If you should cancel your order before despatch you will not be charged and the goods will not be delivered however as time and care will have been spent picking your order we reserve the right to deduct/levy a restocking charge. Orders for Bespoke Goods (i.e. goods that have been specifically dyed and/or cut or otherwise produced to your specifications) cannot be cancelled or changed once work has started on them and/or they have been despatched to us.

Mistaken Orders / Unwanted Goods

- If we have made a mistake with your order and what we have sent does not match the Order Confirmation then please accept our sincere apologies. We will of course, exchange the goods or issue a credit.
- If you have made a mistake with the order we will exchange the goods or issue a credit, although as time and care will have been spent picking your order we reserve the right to deduct/levy a restocking charge and delivery charges will not be refunded.
- If you do not like the veneer that we have picked for you, first please bear in mind that each tree is unique in its length, width, marks and characteristics and we have used our expertise to hand pick the veneer to match your requirements as closely as possible. Inevitably there will always be a compromise whether it be on width, length, colour or the grain. We take great care to ensure that your expectations are met with minimal compromise but we appreciate that occasionally we get it wrong. On these occasions we will exchange the goods or issue a credit.
- If you have changed your mind and no longer want the goods then we will at our discretion exchange the goods or issue a credit and levy a restocking charge.
- Please note that goods specially ordered by us on your behalf, Bespoke Goods and Tabu goods collected or shipped directly to you from the factory which are delivered as described and are in good condition, cannot be refunded.

Damaged, Faulty or Defective goods

- Please note that like all natural products, veneer has weak spots which may lead to some cracking at the ends of the bundles/sheets. This is usual and up to 5% of an order is the acceptable industry standard.
- If the packaging or goods are damaged in transit please take photos showing the damaged packaging and any damage to the contents and email them to us to returns@mundyveneer.com within 7 days of them being delivered to you. If the damage is proved to have occurred prior to your handling the goods, we will exchange the damaged goods or issue a credit.
- Our policy on Defective Goods is set out in Clause 8 of our Terms & Conditions. If having considered Clause 8, you believe that the veneer or other goods that you have bought are faulty or defective then in the first instance please take photos showing the defects or faults and email them to us to returns@mundyveneer.com within 7 days of them being delivered to you.

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F: +44 (0)1823 666 485
E: service@mundyveneer.com
W: www.mundyveneer.com



Mundy Veneer Ltd
4 Castle Road
Chelston Business Park
Wellington, Somerset TA21 9JQ

Exclusions

Please note we reserve the right to inspect all returned products prior to agreeing to any part-refund, full refund or product exchange. We regret that we are unable to accept complaints about or returns of the following:

- opened bundles of veneer save only to the extent that defects are found in the veneer which were not evident before the bundle was opened
- part or cut bundles of veneer, cut sheets, or veneer or other products if they have been used or processed
- veneer or veneer products which have been left exposed to UV light or become damp or otherwise have been exposed to extremes of temperature or humidity
- goods damaged after delivery
- goods delivered more than 7 days prior to the return or goods where the Returns Procedure has not been followed
- any Bespoke Goods (i.e. any goods specifically dyed and/or produced to your specifications or ordered by us especially for you) save only if they are damaged, faulty or defective.

Returns Procedure

1. If you wish to return any goods under this policy please notify us within 7 days of receipt by emailing returns@mundyveneer.com or telephoning us on 01823 666175 to obtain a returns authorisation number (RAN). We regret that we cannot accept or acknowledge any item returned without authorisation.
2. Please carefully pack the goods in packaging equivalent to the original and suitable to avoid damage in transit enclosing a copy of the Delivery Note marked with the Returns Authorisation Number.
3. All returns should be sent at your risk to:
Mundy Veneer Ltd (Returns)
4 Castle Road, Chelston Business Park
Wellington, Somerset TA21 9JQ
We strongly advise that all returns are sent by some method of recorded delivery.
4. Please note that unless expressly agreed otherwise no delivery charges will be refunded and any collection charges will be invoiced. We also reserve the right to levy a restocking charge on all returns.
5. If a product is properly returned in accordance with the terms of this Returns Policy and a refund is due we will raise a credit for the returned goods within 3 working days of receipt of them excluding the original delivery charges. All refunds will be made to the account used to purchase the goods.

Improper Returns

We regret that if a product is returned in contravention of this policy (and where you do not have any other legal right to return the product) we cannot exchange the product or raise a credit. We also reserve the right to retain the returned product until you pay to us such additional amount as we may charge for re-delivery of the returned product; and, if we do not receive payment of such additional amount within 14 days of issuing a request for payment, we reserve the right to destroy or otherwise dispose of the returned product in our sole discretion without any liability to you.

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