**REFUND/ RETURN POLICY**

**Returns**

We do not accept returns or exchanges unless the item you purchased is defective. If you receive a defective item, please contact us at  **Chargrace Soils Limited** with details of the product and the defect. You can send the item you consider defective to:

Chargace Soils Limited

Moorhouse Park

Westerham

TN16 2EU

Upon receipt of the returned product, we will fully examine it and notify you via e-mail, within a reasonable period of time, whether you are entitled to a refund or a replacement as a result of the defect. If you are entitled to a replacement or refund, we will replace the product or refund the purchase price, using the original method of payment.

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved based on Returns conditions, then your refund will be processed, and a credit (excluding the shipping costs) will automatically be applied to your credit card or original method of payment, within 15 business days.

There are certain situations where only partial refunds are granted:

Any item that is returned and not in its original condition, is damaged or missing parts for reasons not due to our error is not eligible for a refund.

**EXCHANGES**

We only replace items if they are defective or damaged due to our error on manufacturing. If the order is damaged by your side we cannot provide refund or exchange.

**SHIPPING**

If you return the order the initial shipping costs will be deducted from your refund even on free shipping offer.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item you should consider using a traceable shipping service or purchasing shipping insurance. We don’t guarantee that we will receive your returned item. If the item is lost during shipping process, we do not take responsibility and will not grant a refund or a replacement.

**CANCELLATIONS**

After the order has been processed, it is immediately sent to our fulfillment department for shipping. Orders that have been shipped cannot be cancelled and will not be refunded.

**NON-DELIVERY OR WRONG ADDRESS INFORMATION PROVIDED**

\* We are not responsible for reshipment if you provided us with an incorrect address or incomplete.

\* If you’re refused to sign the order, we will charged 20% as handle fees, if the package has been restored several times after unsuccessfully delivery (due to your absence or you provided a delivery address incorrect or incomplete us), we will need 20% shipping.

**CUSTOMS, DUTIES & TAXES**

The buyer is the importer of product in their own country and must therefore comply with all laws and regulations of the destination country. Orders may be subject to import taxes, customs duties and fees charged by the destination country. The recipient of an international shipment may be subject to such import taxes, customs duties and fees, which are imposed once a shipment reaches the buyers country. Additional charges for customs clearance must be fulfilled by the buyer; Chargrace Soils has no control over these charges, nor can Chargrace Soils predict what they may be. Chargrace Soils is therefore not responsible for these charges.

Customs policies vary widely from country to country; you should contact your local customs office for more information. When customs clearance procedures are required, it can cause delays beyond our original delivery estimates.

**SHIPPING**

To return the item you purchased, please mail it to:

Chargace Soils Limited

Moorhouse Park

Westerham

TN16 2EU

Refunds do not include any shipping and handling charges shown on the packaging slip or invoice. Shipping charges for all returns must be prepaid and insured by you. You are responsible for any loss or damage to hardware during shipment. We do not guarantee that we will receive your returned item. Shipping and handling charges are not refundable. Any amounts refunded will not include the cost of shipping.

**CONTACT US**

If you have questions or comments about this Policy, please contact us.