



Returns Policy – Industrial Trading Solutions Ltd. (ITS)

At Industrial Trading Solutions Ltd. (ITS), we take pride in the quality of our hygienic flow equipment and are committed to providing excellent service. If you need to return an item, please review our policy below.

Returns Notification

- You must notify ITS of your intent to return goods within **48 hours of receiving your order**.
 - Items must be **unused, in their original packaging**, and in **resalable condition**.
 - Custom-manufactured or specially ordered items are **non-returnable**, unless faulty or supplied in error.
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Returns Procedure

1. Contact Customer Support

Email: sales@industrialtradingsolutions.com or call: 01675 465191

2. Include your order number, item details, and reason for return.

3. Complete the Returns Form

Upon contacting us, you will be sent an [ITS RETURNS FORM](#) to complete with all required information.

4. Return the Item

Once authorised, you will need to return the item to our address below:

Returns Department

Industrial Trading Solutions Ltd.

Units 6 Station Road

Coleshill, Birmingham

B46 1HT

- The **customer is responsible for the shipping cost** and safe return of the item.
 - Items returned without a completed returns form may not be accepted.
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Refunds & Restocking

- Refunds are processed within **10 working days** of receiving and inspecting the returned item.
- A **restocking fee** may apply for non-faulty returns, this will be advised upon approval.
- Refunds will be issued to the original payment method unless otherwise agreed.



Damaged or Incorrect Goods

- If your item arrives damaged or is incorrect, you must notify us within **48 hours of delivery**.
- We will arrange a replacement or full refund where appropriate, at no cost to you.

Non-Returnable Items

The following items are not eligible for return:

- Custom-made or specially ordered products
- Used, installed, or altered items
- Items not returned in original packaging or missing components

If you have any questions or need further assistance, please don't hesitate to get in touch. We're here to help.

Thank you for choosing Industrial Trading Solutions Ltd.