

- Products found to be damaged either in transit or upon dispatch from the factory may be eligible for **return or replacement**, provided all return procedures outlined below are strictly followed. In cases where products are repairable and can be resold without compromising brand standards, a partial discount may be considered at MGCo's discretion. MGCo strongly advises against the sale of severely damaged items, as this may negatively impact the reputation of both the manufacturer and MGCo.
- Always remember to check the packaging, at the time of delivery, for any signs of damage. It is essential to make the relevant remarks on the **Delivery Note** before signing it. Failure to record visible damage on the Delivery Note at the time of receipt may result in the claim being denied. It is the responsibility of the recipient to document and report any issues immediately.
- All damage must be reported **within 24 hours** of delivery. Please contact **Susan Perry** at Modern Garden Company by phone (+44 1279 653 200) or email (susan@modern garden.co.uk) with:
  - Photographs of the damage
  - The invoice number
  - A brief description of the issue
- To process a return or credit, the following information must be provided:
  - Clear photographs of the damaged product(s)
  - The invoice number
  - A completed Claim Acknowledgment Form (provided by MGCo)
  - A return collection address
- Please attach this information to the e-mail and send to **Susan Perry**. Without this information, the damaged product cannot be collected and the credit note will not be issued.
- A **Claim Acknowledgment Form** must be attached to the boxes that are being returned. This will be provided by MGCo. If it is agreed to collect any damaged goods, under normal circumstances, this can be done within 48 hours, which will help avoid any storage charges. A **collection address** must be provided.
- Products must be securely **re-packaged** for collection:
  - Use the original packaging where possible
  - If the original packaging is unusable, use equivalent protective packaging or the packaging from any replacements
  - Where possible, place the items on a pallet to facilitate safe transport and reduce shipping costs
- **Replacements** will be dispatched as soon as they are available. Estimated timelines:
  - In-stock items: Dispatched within 4 weeks
  - Made-to-order items: Standard production lead time of 6–8 weeks
- For insurance and tracking purposes, a pro forma invoice will be issued for the replacement items. **Please do not pay this invoice.** It is for reference only and will be offset by a credit note once the damaged goods are returned and received. Retain both documents for your records.
- By initiating a return or replacement request, the customer acknowledges and agrees to comply with the procedures and terms outlined in this policy.

**The Modern Garden Company**

1 Martins Farm, Bridge End, Newport, Essex, CB11 3TL  
t: +44 [0] 1279 653 200      e: info@modern garden.co.uk  
www.modern garden.co.uk