

Tissino Uplift Charge Information

What is the Uplift Charge?

Customers wishing to return items to us will see the implementation of our new Uplift Charge, which covers the processing and collection of returned goods. This allows us to manage instances where customers have changed their mind on non-faulty items without the expense of a full restocking fee.

Cancellations/Unwanted/Misordered

- / If you wish to cancel an item/s on an order, please notify Tissino via email (**returns@tissino.co.uk**) at your earliest convenience. Please quote your original order number and the specific item code/s you wish to cancel.
- / If the cancelled items have already been received by you, our customer, or your customer if we have sent them direct, we will pick up the unwanted items as soon as practically possible and charge an uplift charge based on the size of the item.
- / Any unwanted goods can be returned to Tissino within 30 days. This is providing the product/s are undamaged and arrive back at Tissino in their original packaging.
- / An uplift charge will be charged on all unwanted goods that are returned.

Returns for Damage/Defects

Our returns policy for damaged items or items with defects remains unchanged:

- / Should you wish to return an item for damage/defects please notify Tissino via email within 48 hours at **returns@tissino.co.uk**.
- / Please supply with the email a 'clear and in focus' picture/s of the damaged/defected item/s, ensuring the area of concern can be clearly seen. We will then arrange collection of the goods and issue a credit providing that the goods are packaged in the original packaging.
- / Please make sure that goods are ready for collection on the agreed date and time. Failure to comply may result in collection charges being applied.



Terms

Please be advised, we will not accept returns if:

- / The goods have been used/ installed
- / The original product packaging is not present and in the same condition as when you received the item.
- / The product is bespoke and designed to tailor your individual requirements/ special order.
- / The product has been sold/passed to a third party.

A handling charge based on the size of the item will be applied for all unwanted/ incorrectly ordered items (please see below table for a breakdown of costs). Any goods damaged on return to Tissino due to poor packaging or perceived lack of care on your behalf will not be refunded and will be returned to sender.

| | England & Wales | Scotland |
|--------------|-----------------|----------|
| Small Items | £12 | £24 |
| Medium Items | £24 | £70 |
| Large Items | £48 | £70 |

If you have any questions or require further information, please do not hesitate to contact your Tissino Area Sales Representative or email info@tissino.co.uk.

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