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Utopia Return of Goods Guidance & Restocking Policy - Updated March 2021

8th March 2021

- The retailer may return sanitaryware including WC Toilet Seats (excluding Painted Seats), Baths, Shower Screens, Brassware & Showering products, the Illuminated Mirror, Geo towel bracket when supplied individually, Electronic Flush Upgrade, Lighting, and Tiles (a minimum of two boxes), to the company (Utopia) provided that the goods satisfy the following conditions and are subject to a restocking fee.
 - The request by the retailer to return Goods is made no later than the date which is within 28 days from the date when the goods were delivered or deemed to be delivered. Unfortunately, Goods that have exceeded this period will not be accepted for return.
 - The Goods are unused and in good condition and packaged in the original packaging in which they were supplied, and any such packaging is undamaged and (where applicable) all parts are included.
 - Utopia will require an emailed or faxed 'return request' before a collection can be authorised.
 - We (Utopia) shall (at our expense) collect any Goods to be returned from the retailers' premises at a time agreed between the retailer and ourselves.
 - We (Utopia) shall determine whether the Goods to be returned satisfy the provisions outlined above.
 - Provided that Goods are returned to Utopia in accordance with the provisions above, we (Utopia) shall refund the retailer by way of a credit to the retailer's account.
 - Please check with Customer Support for confirmation of items that may be deemed as returnable.
- Please note: All furniture and furniture related products are on a made to order basis and are therefore non-returnable which includes all handles and mirrors with the exception of the mirror detailed above.
- In the unlikely event that a product is damaged or faulty, please refer directly to the Customer Support Team, who will advise accordingly on an individual basis.

Restocking Policy

As outlined above this covers items in a resaleable condition that are no longer required or ordered incorrectly by the customer. The Item(s) must have been delivered within the previous 28 days; Goods that have exceeded this period will not be accepted for return.

All Sanitaryware including WC Toilet Seats (excluding painted seats), Baths, Shower Screens Brassware and Showering products, the Illuminated Mirror, Geo Towel Bracket, Electronic Flush Upgrade, Lighting as detailed in the Utopia price list will be accepted back subject to incurring a 20% restocking fee subject to being in a resaleable condition and the original packaging, each item must exceed a minimum trade value of £50 NET.

Tiles – A minimum of two full, unopened boxes can be returned within 28 days, subject to the tiles and packaging being in a resaleable condition from the same batch and same original sales order number. In line with the restocking policy, 20% of the amount will be payable.

Note: All other products will not be eligible for return.



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