



Re-stocking Policy Update Nov 18

Collection Procedure

- Our collection procedure relates to products in resaleable condition with original packaging that are either no longer required or ordered incorrectly by the customer.
- We will only accept items that have been delivered within the previous 28 days. Goods that have exceeded this period will not be accepted for return.
- We will only accept items that are a minimum trade value of £50 NET.
- Utopia will require an emailed or faxed return request before a collection can be authorised.
- We will accept all sanitaryware, brassware, lights, shower screens and baths within 28 days.
- These items will incur a 20% restocking fee subject to being in a resaleable condition with the original packaging.

Tiles

- A minimum of 2 full unopened boxes are eligible for return within 28 days. No part boxes will be accepted for return.
- This will incur a 20% restocking fee subject to being in a resaleable condition, in the original packaging from the same bath and original order number.

Items NOT included in our Collection Policy

- We will not accept the return of any manufactured products that are made to order, these include units, worktops, bath panels, fillers and mirrors.