

COMMERCIAL RETURNS POLICY

We expect our products and services to meet your expectations, and we will take all reasonable steps to ensure this.

If for any reason you must return products to us, the customer service department must be consulted and authorization given before the goods are returned. Only a Kattsafe customer services representative can authorize a return.

Please note, the product must be inspected upon delivery. Any damage must be reported within 7 days of receipt of shipment. Kattsafe cannot replace any product damaged during shipping without a proper freight claim being submitting to the shipping company.

Any missing items must be reported to Kattsafe within 14 days of receipt of shipment.

Conditions of Return:

1. The goods must have been purchased and invoiced directly through Kattsafe
2. Goods cannot be returned in any circumstances more than 30 days after delivery
3. The PO/Invoice number must be provided for all returns requests
4. Returns must be in good resalable condition, including packaging. Product that has been assembled, drilled, cut, etc. are not returnable.
5. We cannot accept returns for made-to-order items such as custom coated products, non-stocked parts, or special orders where products have been sourced specifically for you. Please contact customer service to verify where this applies.
6. For standard returns a restocking fee of 30%

In the unlikely event that you need to return a product to us due to an error on our part in displaying the correct specification, measurements, or other details of the product, we will waive the handling and restocking charge specified above. You should still contact our customer service department in the usual way to arrange for the product to be returned to us.