



Returns Policy

Our Policy

Sycous are committed to providing correct and appropriate goods and services, as set out under our Conditions for Sale.

As part of this commitment we recognise the importance of a suitable returns policy being in place for goods which we supply.

Sycous provide a standard 12 month warranty on all goods supplied and allow for returns in the following conditions:

- Where there is no fault with the goods and if the Goods are deemed by Sycous to be standard stocked items, a restocking charge of 25% shall apply to returns within 30 days.
- Where there is no fault with the goods and more than 30 days since delivery has elapsed, or where Sycous deems the goods to be non-standard, a restocking charge of 100% shall apply.
- Where the Customer believes there is a fault with the goods, within a 12 month period these can be returned to the location the Sycous advises at the cost of the Customer. Where the fault is confirmed, goods will be replaced or a credit for the value issued at the discretion of Sycous. If no fault is found, the goods shall be returned to the Customer.
- Where the Customer believes they have received incorrect goods, this must be notified within 7 days of receipt of the goods. These shall be replaced by Sycous upon receipt of the returned incorrect goods.

If a manufacturer of any item offers an extended warranty, this will be honoured with the manufacturer and their conditions and procedures.

This Returns Policy will be reviewed annually and any alteration, including the restocking value, can only be made in writing by a Director.

Review and agreement

This policy is agreed by the board of Sycous who agree to review this policy and arrangements on an annual and more frequent basis, as necessary, to maintain our commitments.

Signed

Matthew Hall (Responsible Director)

Date

20th July 2026



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