



QM075	Returns Policy		
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Return, Refund & Exchange Policy

At Signwaves, we're committed to your complete satisfaction. If you've received products that have failed to meet your expectations, here's how we can make things right:

Changed your mind?

If you're not happy with your purchase for any reason, you can return it (covering cost of carriage) in its original condition and packaging for a replacement, exchange or full refund. You must notify us in writing¹ within 7 days of delivery to you or your customer stating the original order number and date of delivery. Customised and made-to-order items are only eligible for return if they're faulty.

Arrived incorrect, damaged, or faulty.

If the product(s) arrive incorrect, damaged, or faulty, please include photographic evidence of all issues in your written notification. You must notify us in writing¹ within 7 days of delivery to you or your customer stating the original order number and date of delivery. In these instances, we'll also take care of the return carriage costs. In cases of non-delivery, you must notify us in writing within 14 days of the date of invoice.

Damaged in transit.

For products damaged in transit, you must notify us in writing¹ within 24 hours of delivery to you or your customer stating the original order number and date of delivery. Claims will not be processed unless delivery documents are signed stating damaged product(s), "unchecked" or "not examined".

Product failure².

If a product fails within 12 months of delivery to you or your customer due to a manufacturing defect, you can return it for a replacement or full refund. We'll also take care of the return carriage costs. Please include photographic evidence of all issues. This doesn't include damage from misuse, vandalism or unsuitable weather exposure. You must notify us in writing¹ within 12 months of delivery to you or your customer stating the original order number and date of delivery.



Exchanges.

Want to exchange for a different product rather than return it or receive a refund? If the new product is less expensive, we'll refund the difference. If it's more expensive, we'll ask you to top up the difference.

Return, Refund & Exchange Summary Table:

	Changed my mind	Arrived incorrect, damaged, faulty	Damaged in transit	Product failure ²
Notify us in writing within...	7 days of delivery	7 days of delivery	24 hours of delivery	12 months of delivery
Criteria	<ul style="list-style-type: none">• Original condition & packaging• Customised & special-order items only eligible if faulty	<ul style="list-style-type: none">• Provide photographic evidence	<ul style="list-style-type: none">• Provide photographic evidence• Signed delivery docs stating "damaged", "unchecked", "not examined"	<ul style="list-style-type: none">• Provide photographic evidence• Doesn't include damage from misuse, vandalism or unsuitable weather exposure
Return carriage costs covered by...	Customer	Signwaves	Signwaves	Signwaves
Options available	<ul style="list-style-type: none">• Refund• Replacement• Exchange	<ul style="list-style-type: none">• Refund• Replacement• Exchange	<ul style="list-style-type: none">• Refund• Replacement• Exchange	<ul style="list-style-type: none">• Refund• Replacement• Exchange

¹ Written notification must be provided by completing the Return, Refund & Exchange Form (linked below). Any issues, please contact our Customer Service team on 01493 419300.

² Excludes Flying Banner poles which come with a 3-year manufacturer's warranty as standard.

[Link to Return, Refund & Exchange Form](#)