

Returns and Refunds

2025

Order Cancellation

For standard products, we may, at our sole discretion, accept non-fault returns or cancellation requests. Restocking or cancellation charges may apply in such cases, and the buyer will be responsible for any associated transport costs.

Please note: You will need your order number (Broxap Sales Order) and product details.

It's crucial to note that we are unable to accept non-fault returns or cancellations for non-standard products. These products are typically custom-made to the buyer's specifications, which makes them difficult to resell or repurpose. Therefore, we strongly advise you to carefully consider your order before finalising it.

Return Process

To initiate a return or cancellation, please contact us at feedback@broxap.com. We will assess the order status and provide guidance accordingly.

To advise us of an issue, please contact us as follows:

- Email: feedback@broxap.com
- Telephone: 01782 564411

Damaged Products

In the unlikely event that you receive goods that are faulty in any way, you must report the damages within **48 hours (working days)** of delivery. We will then organise the collection of the damaged item(s) from you. Until this time, the products remain at your risk, and you should take reasonable care of them, including securing the packaging and storage of the goods to prevent further damage.

Following collection and inspection, a full refund will be issued if we are satisfied the goods have been damaged in transit or otherwise before delivery.

Replacement Parts

If you receive any damaged or broken products, you can request part replacements within 48 hours of delivery. We will make every effort to provide you with suitable replacement products or parts.

After you report the damage, we will let you know the date to collect the damaged items. Once we receive and inspect the items, we will issue a replacement per our standard

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delivery schedule.

Replacement parts or products can vary, so they may not be identical to the items being replaced. For more information, please refer to the technical specification documents for your product at www.broxap.com

Please note that returned items must be received before new ones are sent; returns and deliveries are never made at the same time.

Missing Goods

If you receive your order and notice that some items are missing, please contact our customer support team within 48 hours (working days) of receiving your package. We will investigate the matter and do our best to locate the missing items.

If we are unable to locate the missing items, we will offer you the option of a refund or a replacement, per management discretion. Please note that we may require additional information from you, such as photos or a description of the missing items, to process your claim.

Not what you ordered

If the products delivered to you do not fully correspond with the itemised description on your order, please notify us within 48 hours (working days) via email at feedback@broxap.com. We aim to respond to emails within one working day of receipt.

You are responsible for checking your goods before signing the delivery note.

Return Shipping

We kindly request that all returned products be in their original packaging and not be used or damaged to avoid incurring any additional costs. We advise that the items be packaged adequately to avoid any harm during their return, as they will remain at the customer's own risk until we receive them.

All items will be checked upon return before the relevant action is taken.

Custom Products

We are unable to accept non-fault returns or cancellations for non-standard products. These products are typically custom-made to the buyer's specifications, making them difficult to resell or repurpose. Therefore, we strongly advise you to carefully consider your order before finalising it.

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Late Claims

Please notify us within 48 hours (working days) if you encounter any issues with goods received. Failure to do so will signify acceptance of the goods. We reserve the right to refuse to repair, replace, or refund the product in the event of a late claim.

If goods are claimed to be faulty but are found to be in good working condition, we may charge for returning them or deduct the cost from any refund. The products remain at your risk until they are physically returned to us by collection or delivery.

Refunds

Once we receive the returned product and confirm that it meets our eligibility criteria, we can then issue a refund to your original payment method.

Need help?

Contact us at feedback@broxap.com for questions related to refunds and returns.