



## **Return & Refund Policy**

Thank you for shopping at our online store.

We value your custom so if you are not entirely satisfied with your purchase we are here to help.

### **Returns**

**You have 7 calendar days to advise us that you wish to return an item from the date you received it.**

**Before returning the item, a returns note number must be obtained from a member of our parts team on T:01580 852473 option 3.**

To be eligible for a return, your item must be unused and in the same condition that you received it.

Your item must be in the original packaging.

Your item needs to have the receipt or proof of purchase.

If the item was delivered to you with it's packaging damaged, a signed copy of the courier company's receipt stating goods arrived damaged or with damaged packaging must be forwarded to Mobitech Lift Trucks

### **Refunds**

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item.

If your return is approved, we will initiate a refund to your original method of payment, or credit your Mobitech account.

### **Shipping**

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.

If you receive a refund the cost of the return shipping of a fault free item to our supplier will be deducted from your refund.

Andrew Barker – Mobitech Lift Trucks