

LEGAL

RETURNS & REFUNDS POLICY

Your rights and the process for returning goods. Last updated 15 June 2026.

1. YOUR RIGHT TO CANCEL (CONSUMERS)

If you are a consumer in the UK, under the Consumer Contracts Regulations 2013 you have 14 days from the day after delivery to notify us that you wish to cancel your order, and a further 14 days to return the goods. This right does not apply to bespoke, cut-to-size, or made-to-measure items.

2. RETURNING UNUSED STOCK ITEMS

Unused, undamaged stock items in their original, unopened packaging may be returned within 14 days of delivery. Goods must be in a re-saleable condition. Please contact us before returning anything so we can issue return instructions and, where appropriate, arrange a collection.

3. DAMAGED, DEFECTIVE, OR INCORRECT ITEMS

- Inspect every delivery on arrival. Sign the carrier's note as "damaged" or "unchecked" where you cannot inspect every item.
- Notify us within 48 hours of delivery with your order number and photographs of the packaging and the goods.
- We will arrange free collection and either replace the goods or issue a full refund, at your choice.

4. NON-RETURNABLE ITEMS

Special-order, bespoke, cut-to-size and made-to-measure items are non-returnable.

These goods are produced or sourced specifically for your order and cannot be cancelled, returned or refunded once work has begun — except where they are defective or supplied in error.

The following items cannot be returned unless they are defective or supplied in error:

- Bespoke, cut-to-size, or made-to-measure materials.
- Special-order items not normally held in stock.
- Goods that have been used, fitted, painted, mixed, or otherwise altered.
- Hazardous materials where return is not permitted by carrier regulations.

5. RESTOCKING CHARGES

A restocking charge of up to 20% may apply to large or palletised returns, reflecting supplier handling costs. The exact charge will be confirmed in writing before any collection is booked.

6. RETURN DELIVERY COSTS

Return carriage is at the customer's cost unless the goods were damaged in transit, defective, or supplied in error. In those cases we cover collection in full.

7. REFUNDS

Refunds are processed within 5 working days of the returned goods being received and inspected. Funds typically clear in your account within a further 3–5 working days, depending on your bank. Refunds are issued to the original payment method.

8. HOW TO START A RETURN

Email sales@materialsstoreonline.com with your order number, the items you wish to return, and the reason. We will reply with written instructions and, where applicable, arrange collection.

9. STATUTORY RIGHTS

Nothing in this policy affects your statutory rights as a consumer under UK law, including the Consumer Rights Act 2015.