



Be spill prepared not ill prepared

**EXPERTS IN
SPILL CONTROL
PRODUCTS**

**Returns and Training
Cancellation Policy**

Ecospill Returns Policy

1. You may return any item bought from our standard range within 30 days of delivery providing it is in the original packaging and suitable for resale. We will also pay the return carriage costs for exchanges or refunds where the return is our error or the material is deemed to be faulty.
2. Unless incorrectly supplied or deemed to be faulty we cannot accept the return of:
Goods that have been specially procured in line with your requirements and do not form part of our standard range.
3. Please note that, the purchaser agrees to pay Ecospill a 15% handling fee against the return of non-faulty standard goods, unless we delivered the item in error.
4. Our promise is to uplift unwanted goods from your premises within 5 days of the request being made, however you will be charged for this service. An email will be received confirming charges, if these are agreed, collection will be made.
5. This does not affect your statutory rights.

Ecospill Training Cancellation Policy

1. No charge will apply for cancellations 21 days before scheduled course date.
2. Within 21 days of course date a 50% of fee charge will apply.
3. Within 10 days of course this will be fully chargeable.