

Returns Guide & Cancellation Policy

Lots of our products are heavy, bulky items that we take great care in shipping. If, for whatever reason, you need to send them back to us, our team of experts are here to help! We can offer advice on packaging, posting and more to ensure the returned items get back to us in one piece.

To View Our Full Terms of Service Please Visit www.ornategroup.co.uk

Returning Unwanted Items >> Please Note, Roll Goods Cut to Size Cannot Be Returned

Our Returns Policy:

- You must notify us and return your goods within 14 days of receiving your order.
- All non-stock items incur a restocking fee or 25%. Some stock lines also incur a restocking fee at the discretion of Opulay.
- Please be aware that Opulay only accepts unopened, undamaged goods as part of our returns policy.
- Before returning your items, please contact our returns team directly. You can email our team directly at info@ornategroup.co.uk with the relevant details to obtain your returns ID. Please be aware that no returned items will be accepted without prior contact.
- Once you've alerted our returns team, you will then need to organize the return of the goods. You will be required to pay for the return postage. Once we receive the goods, you will receive a refund.
- If goods become damaged during the return journey, we reserve the right to refuse to accept them.
- Please note – Any delivery charges incurred by the initial delivery will not be refunded.

Returning Damaged Items:

- You must inspect your delivery *thoroughly* upon receipt. If the item is damaged, you need to get in touch with us as soon as possible.
- If your item has been damaged in transit, you must notify us and return the goods within 30 days of receiving your order.
- If the packaging has sustained damage, and you suspect the goods are damaged, you must either sign for the goods as either 'damaged' or 'unchecked'.
- If there are any significant and obvious issues with the parcel, you can also refuse the goods. In this instance, they will be returned to us where we can investigate.
- If any of these scenarios occur, please get in touch with our team as soon as possible. In many cases, we'll be able to resolve the problem by preparing a second order for dispatch as soon as we receive the returned order. You can get in touch with our team by emailing us directly at info@ornategroups.co.uk and we'll get back to you as soon as we can.
- Please note, failure to sign for these items as 'damaged' or 'unchecked' can result in significant delays or even refusal of returns.

Returning Faulty Items:

If you discover any kind of manufacturing fault with your flooring, you must notify us and return the goods within 30 days of receipt. Do not install any faulty flooring! Obtain full contact details from the website.

- We will arrange collection of any faulty items.
- Replacement for faulty items will either come:
 - a) Directly from the manufacturer,
 - b) From our own stock.

For more information on our returns policy, including damaged or otherwise faulty items, don't hesitate to get in touch today.

If you do decide to return your order, you can cancel up to 14 days after the day of delivery for a full refund. Before returning, please contact our customer service team and they'll supply you with a returns number.

Refunds

We aim to refund customers within 14 days after receiving goods back in our warehouse, or in the case of orders cancelled before dispatch, as soon as we receive written confirmation of your intention to cancel your order.