

Mila Returns Policy

Mila Hardware reserves the right to refuse the return of surplus materials due to incorrect ordering. On occasions where it is approved by the Sales Office the following will apply:

- 1 **Restocking charge:** £35 minimum
- 2 **Haulage charge:** If Mila are requested to collect goods a haulage charge will also be applicable. The minimum charge is £15
- 3 **Credit:** The amount of credit to be refunded will be calculated according to the table below, depending on the length of time from despatch of product

Period of time	% of Invoice Value
Within 1 week	100% - less restock/haulage
Within 2 weeks	80% - less restock/haulage
Within 3 weeks	70% - less restock/haulage
Within 4 weeks	50% - less restock/haulage
Over 4 weeks	at company discretion

4. **Special order items:** Ordered products that are special items are non-returnable and non-refundable.