

RETURNS POLICY

1.1 Purpose

At SMI, we pride ourselves on customer service and, to that end, our returns policy is very simple.

Returns

You have 30 calendar days to return an item from the date you received it.

1.2 General Requirements:

To be eligible for a return, your item/s must be as follows:

- Unused and in the same condition that you received it.
- No branding on the item (i.e. embroidery or heatseal logos applied)
- A stocked item for SMI and not an item we have to order from our suppliers specifically for your order (your customer service executive contact will confirm the stocked status of your product at point of the returns request)

If the product is defective or has been mis-delivered, then the above points are not taken into consideration.

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

If your return is approved, we will initiate a refund via Credit Note against the original PO you raised and you will receive the credit within 72 hours of the return being authorised.

The charges below will be deducted from your refund:

- A £9.95 collection fee (if you send this back by your own shipping method then this charge won't be deducted from your credit)
- A 10% handling fee for the total value of the items being returned up to a maximum handling fee of £50 (£500 combined item value), i.e. if the value of the items being returned is £150 then a £15 handling fee is applied.

1.3 Principles of the Policy:

If the product is defective or faulty then the above points are not taken into consideration, and you will be credited the full value. To be eligible for the credit on a faulty or incorrect item we will need photographic evidence sent via the contact method

as advised below.

All goods remain the property of SMI Group. No claims for damaged/missing goods will be recognised unless made in writing within 3 working days of receipt. Non-deliveries must be notified in writing within 10 days from receipt of the invoice.

This policy only applies to goods delivered to the original shipping address. If the customer changes this via the courier portal or requests that the order is left 'in a safe place' or 'with a neighbour' – the policy doesn't apply.

1.4 Step by step guide of return policy:

What you will need for the return:

- Your PO number or SMI's Sales Order Reference that the original order was raised against
- Authorisation from the Customer Experience Team is that we can accept the return.
- The original or a new parcel for the item/s to be sent back in.
- The returns note goes in the parcel when sent back (provided by SMI).

1.5 Version Control:

Version	Details	Approved by	Date last reviewed
1.0	First Issue following policy introduction and annual reviews	CEO	Jan 2021
1.1	Annual reviews	CEO	Jan 2022
1.2	Reviewed and updated (Principles of Policy)	Head of Customer Service	Jan 2023 / 2024
1.3	Updated Policy to new document layout.	Head of Customer Service	April 2025
1.4	Specified that policy only applies when delivering to original address	Head of Customer Service	August 2025