

## Refund Policy

### Refund Policy

The Classic Window Company would like to help ensure that you have an outstanding purchasing experience with us. Please familiarize yourself with our refund policy described below. Additionally, always confirm that the products you have selected are compatible with your original windows and doors if purchasing accessories.

If your purchase experience is less than optimal, please telephone our Customer Care on 0208.275.0770 so that we can assist you with a resolution. We will make every reasonable attempt to resolve any issues you may have with your purchase. Please be aware that our Customer Care, in certain instances, may contact the item manufacturer to assist with issue resolution. This crucial first step in contacting our Customer Care will generate an incident tracking number which must be visible in all correspondence for any refund request to be considered.

If you have not previously contacted our Customer Care regarding your request for refund, you should submit a Refund Request (by emailing us your reason for requesting a refund, purchase email address and order number). Please note that if you have had prior contact with our Customer Care and have an incident tracking number on record, you are not required to complete a Refund Request form. Please note that a refund request does not guarantee a refund. Our Customer Care will make every reasonable attempt to resolve your request in accordance with this policy before any refund request is considered.

If your initial refund request was received by us within 30 days of your original purchase date, and we have been unable to resolve your request within 10 business days of receipt of your request, then we may (at our sole discretion), issue you a full or part refund for the product purchased if you experienced one or more of the following issues:

Product was faulty, product was damaged, incorrect product was delivered.

We regret that we are unable to provide refunds for:

- Custom made Windows & Doors.

All refunds will be issued in the same form of payment as the original purchase. All refunds are final and shall serve as the sole remedy for any claims relating to the purchase.

The Classic Window Company reserves the right to modify the terms of this Policy as necessary to comply with applicable laws and or regulations in the United Kingdom.