



A&R Engineering

Quality Sheet Metal Engineers

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Returns Policy

The following guide should help with questions regarding returns, rejections and damages.

Items Damaged in Transit

If any items were damaged in transit, we ask that you report it to us within 3 working days. If the items are visibly damaged on receipt, please sign the carrier's delivery note accordingly. Items should be returned in their original packaging complete with all accessories and documentation. Once received back into our warehouse, we'll issue a replacement or full refund to you via your original payment method and reimburse your reasonable return carriage costs.

Items Faulty on Arrival or Items Not Matching Samples

If your items are faulty on arrival or do not match samples that we have previously provided, you have 14 calendar days in which to inform us of the fault. Items should be returned in their original packaging complete with all accessories and documentation. Once we have verified the fault, we'll issue a replacement or full refund to you via your original payment method and reimburse your reasonable return carriage costs. We test returned items, and if a returned item is found not to be faulty, we will return the item to you, in this instance you will be liable for the return carriage.

Items Faulty in Warranty Period (Within 1 year of delivery)

If any of your purchases develop a fault, and it's more than 14 calendar days since receipt, then provided your item is within its warranty period, you are entitled to a warranty repair. In some cases, this may be a part or the complete product. We may ask for photographic identification assistance on the parts or require a site visit or collection of the part. Individual parts and customer location will determine the best solution in each instance. We test returned items, and if a returned item is found not to be faulty, we will return the item to you, in this instance you will be liable for the return carriages.

Please note everyday wear and tear does not constitute faulty goods.



Registered in England: 00327695. VAT Number: 170 0386 34.
A&R Engineering is a trading name of Dorman Smith Switchgear Limited
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If you change your mind (Stock Items Only)

If you have simply changed your mind about any item ordered and you wish to return it, then you can do so on stock items as follows provided you inform us of your decision within 30 working days of receipt. We cannot accept returns on bespoke items. The item must not be used and must be 'as new' when returned to us. Once you've informed us that you wish to return items you must do so, at your own expense. Once the item is received, we will inspect the goods and if undamaged we will issue a refund for the product to your original payment method less any carriage costs. Please note this policy has some limitations as listed below:

Drugs and Needle Cabinets (Wall Mounted)

- No refund if installed and used for drugs. If unused and in 'as new' condition then 30% restocking fee and collection fees.

Key Drop off Cabinets (Wall Mounted)

- If unused and in 'as new' condition then 30% restocking fee and collection fees.

Needle Cabinets (Floor Standing)

- No refund if installed and used for drugs/needles. If unused and in 'as new' condition then 30% restocking fee and collection fees.

Computer cages, hangers and brackets, including Games Units.

- No refund if installed and used. If unused and in 'as new' condition then 30% restocking fee and collection fees.

Bespoke goods

- TBC in all cases.

Please see our Terms and Conditions for further information. This does not affect your statutory rights.