



1 Union Works, Union Street
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Returns, Refunds and Cancellation Policy

Colchester Machine Tool Solutions operates a returns policy for unwanted and faulty goods. Should you need to return any item to us for any reason please contact us first by telephone or e-mail.

Unwanted Goods

Please return goods unused and in original packaging in perfect condition for resale within 60 days of receipt. We recommend obtaining proof of postage via a reputable courier service. A full refund minus the shipping costs will be made on receipt of the returned goods.

Please note that you are responsible for shipping costs when returning unwanted goods.

Faulty Goods

If any of the goods are faulty we will either refund the cost amount in full or send you a replacement free of charge.

Exchanging goods

If you would like to exchange any items please contact us and we will do our best to get your exchanged items to you. Please be aware that you are responsible for the cost of sending the unwanted item back to us and also the shipping costs for sending out the exchange item.

Changing or cancelling an order

You have the right to cancel your order within 7 working days from the date you received your order. To cancel your order, please contact us in writing within 7 days.

If you would like to amend your order and the order has not been dispatched we will happily take payment of the extra items and send all items out together. If your order has already been dispatched we cannot add anymore items and you will be required to place an additional order.

Will any return costs be refunded?

If you return something because of an error on our part or because it is damaged or defective, we will refund any charges incurred in returning the item to us by refunding your reasonable return standard postage costs, of which proof may be required.

We'll check all items returned as damaged or defective. In the event we find no fault, we reserve the right to re-charge you for the item/s and to recover our fees and expenses from you.

My Payment Card has changed/expired. How will I receive my refund?

We process all refunds to the original card used when you placed your order, or where this is not possible, refunds can be made via bank transfer.



FM12345

Colchester Machine Tool Solutions
Trading name of 600 UK Limited.
Registered in England & Wales No. 144979
Registered Office:
Union Street, Heckmondwike, WF16 0HL, England



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Heckmondwike, West Yorkshire, WF16 0HL

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When will I receive my refund?

We will action all refunds once we receive the goods back and have them inspected, which can take up to 3 weeks for the refund to show on you card.



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