

PLEASE READ THIS BEFORE RETURNING GOODS

Returned Goods Terms

Products returned which are not due to a failure or incorrect supply:

- Must be returned in their original packaging within 14 days to secure a credit.
- Will incur a 20% or £20 re-stocking charge per item, whichever is the greater.
- Will incur collection charges, if Golden Coast are instructed to arrange.


We are unable to accept the return of:

- Perishable goods.
- Items subject to batch manufacturing.
- Non-stocked special order items.
- Goods returned in a condition unacceptable for resale.

Goods Returns Procedure

- Head to www.goldenc.com/returns and complete the online RMA Request Form.
- Once received, we will review your request.
- If accepted, a case reference will be allocated and a Returns Note emailed to you.
- Please ensure that the Returns Note is enclosed with the goods.
- The original manufacturers packaging **must not** be written on.

Returned Goods Packing Requirements

- When returning goods via a carrier other than Golden Coast transport, suitable packaging must be used to ensure they do not get damaged in transit.
- Heavier and high value items such as pumps, must be packaged in a heavy duty cardboard box and surrounded with suitable packing material i.e. bubble wrap. Scrunched up paper is not suitable.
- Any item marked  in the Golden Coast catalogue must be palletised for return shipping.
- Equipment that contained water i.e. pumps, filters and steam generators etc. must be completely drained prior to packing as water left in the item can leak out during transit, rendering the packaging useless.

PLEASE NOTE THAT DAMAGE INCURRED DURING TRANSIT DUE TO INCORRECT OR INSUFICCIANT PACKAGING MAY RESULT IN ADDITIONAL REPAIR COSTS OR EQUIPMENT BEING WRITTEN OFF. ADDITIONAL COSTS WILL NOT BE COVERED BY GOLDEN COAST.