

Terms & Conditions

These Terms & Conditions apply to all purchases made from D&S Roe Ltd. By placing an order, the customer agrees to the following terms regarding returns and claims.

- Goods may not be returned without prior authorisation.
- Returns of correctly supplied goods (i.e. products delivered as ordered) are subject to a 15% handling charge.
- All returned items must be accompanied by proper documentation, including our original invoice number and date.
- Only items supplied within the last 60 calendar days will be accepted for credit.
- Claims for damaged or incorrectly supplied goods must be submitted within 3 days from the invoice date, via email.

Goods returned without prior approval, incomplete documentation, or outside the specified timeframes may be rejected or not credited.

D&S Roe Ltd. reserves the right to update these Terms & Conditions at any time. Any exceptions to the terms above must be agreed in writing.