

# Returns, Adjustments and Credits Policy

## Reporting

- Customers should inspect all orders as soon as they are received.
- In the event of any errors or faults, customers must contact Customer Service at **customerservice@covvi.com** within **5 working days**. COVVI is not liable for any delays in reporting issues or shipping products for repair.
- The standard return period for any COVVI product is **14 days** from the date of receipt at the shipping address.
- Customers must obtain prior approval from Customer Service before returning any products.
- To request a refund for any COVVI product, customers must complete the **Return Form** on the COVVI website (<http://www.covvi.com/contact/return-request>), providing the original purchase order number and the reason for return.
- Items may only be returned once an **RMA number** has been issued by COVVI Customer Service.
- The return address will be provided by COVVI together with the RMA number.

## Terms and Conditions

- Items must be returned in their original condition and packaging for inspection by COVVI.
- COVVI Customer Service will inspect all returned products upon receipt for damage and missing components and reserves the right to withhold or deny a refund if the product has been opened, used, damaged, or otherwise rendered unsalable.
- A full refund will be granted only if the COVVI product is returned within **14 days** of receipt and is unused, unopened, and in its original, resalable condition.
- For return requests received **after 14 days but within 3 months**, a deductible penalty of at least 20% will be applied.
- For return requests received **more than 3 months** after receipt, COVVI is under no obligation to accept the return, issue a refund, or provide credit.
- This returns policy applies only to products **manufactured** by COVVI. For products distributed by COVVI, the warranty and returns policy of the original manufacturer will apply.

## Review

- This policy will be reviewed annually.

## COVVI

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