

Prepaid and Account Customers

Cubicle Centre Limited operates the following policy in terms of refunds and returns:

Order received by Cubicle Centre for stock or off the shelf products, eg our PENDLE cubicle packs.	Up to the end (17:00 hrs) of the working day after the day we have received your written order and or payment.	Full refund
Order received by Cubicle Centre for stock or off the shelf products, eg our PENDLE cubicle packs.	The above timescale has elapsed BUT we have NOT dispatched the goods,	100% refund.
Order received by Cubicle Centre for stock or off the shelf products, eg our PENDLE cubicle packs.	The above timescale has elapsed AND we have dispatched the goods, regardless of whether you have received them.	25% charge to cover cost of return carriage, checking and re-stocking. Damaged items or shortages will be charged at 100%.
Order received by Cubicle Centre for Non-stock made to measure products, ie, all product ranges EXCEPT Pendle.	Up to the end (17:00 hrs) of the 2nd working day after the day we have received your written order and or payment.	20% charge to cover cost of drawing, listing, cancellation of materials and general administration.
Order received by Cubicle Centre for Non-stock made to measure products, ie, all product ranges EXCEPT Pendle.	Up to the end (17:00 hrs) of the 5th working day after the day we have received your written order and or payment.	75% charge to cover cost of manufacture to that stage, drawing, listing, cancellation of materials and general administration. Materials remain the property of Cubicle Centre.
Order received by Cubicle Centre for Non-stock made to measure products, ie, all product ranges EXCEPT Pendle.	Up to the end (17:00 hrs) of the 10th working day after the day we have received your written order and or payment.	No refund available. Materials remain the property of Cubicle Centre.
OVERRIDING CLAUSE	If any made to measure or non-stock items have been dispatched REGARDLESS of time elapsed from order or payment.	No refund available. Materials remain the property of Cubicle Centre.

Refunds will **ONLY** be made to the same legal entity from which the original payment was made. We reserve the right to make suitable checks in this respect to prevent fraud and may ask for sight of proof of account holder etc.

Card or PayPal payments will simply be reversed using the PoS or PayPal system.

Once we have satisfied ourselves that the refund payment details are in order, they will be processed at the end of that working week.