



Return Goods Policy

At its discretion, J&P Supplies Ltd will accept the return of STOURFLEX standard products in resalable condition for a restocking charge on the following terms:

1. Procedure to Return Goods to STOURFLEX

- a. Request a Returns Note Number for products/goods from the sales office please note unauthorised returns will be refused
- b. Goods to be returned at the expense and liability of the customer.
- c. Upon receipt and inspection by STOURFLEX, a credit note will be issued.

2. Returned Goods Policy

- a. Only STOURFLEX standard products are eligible for return. No special size or non-stock products are eligible for return unless sent to the customer as the result of an error by J&P Supplies Ltd.
- b. Authorisation must be obtained from a Director prior to returning any goods.
- c. Authorisation must be in writing advising customers purchase order number and date along with J&P Supplies Invoice number / and or delivery note number and date.
- d. Returned goods must be in resalable condition, and free from defects. Credit will not be issued for goods that are not considered resalable.
- e. STOURFLEX reserves the right to inspect all returned goods and issue final determination as to its condition.
- f. Credit will be issued based on the invoice price, less a 35% restocking charge.
- g. No credit will be given against the original carriage and packing costs.
- h. Goods must be returned to STOURFLEX within 15 days from the date of issue of the Returned Goods authorisation.
- i. All returns must have the Returned Goods Return Number displayed on the outside of the package.

3. STOURFLEX standard products

TYPE	SIZES	END CONNECTIONS	SUPPLIED LENGTHS
JP01	32mm - 200mm	FLANGED NP16	As per data sheets
JP02	32mm - 200mm	FLANGED NP16	As per data sheets
JP01	32mm - 100mm	FLANGED NP6	As per data sheets
JP02	32mm - 100mm	FLANGED NP6	As per data sheets
JP03	32mm - 200mm	FLANGED NP16	As per data sheets
JP04	32mm - 200mm	FLANGED NP16	As per data sheets
JP03	32mm - 100mm	FLANGED NP6	As per data sheets
JP04	32mm - 100mm	FLANGED NP6	As per data sheets
JP09	32mm - 150mm	FLANGED NP16	As per data sheets
JP10	32mm - 150mm	FLANGED NP16	As per data sheets
JP09	32mm - 100mm	FLANGED NP6	As per data sheets
JP10	32mm - 100mm	FLANGED NP6	As per data sheets
JP18	20mm - 50mm	GALVANISED UNION ENDS	As per data sheets
JP19	20mm - 50mm	GALVANISED UNION ENDS	As per data sheets
JP20BS	15mm - 50mm	FIXED STAINLESS STEEL BARREL NIPPLE BSPT	As per data sheets
JP23VS	32mm - 200mm	FLANGED NP16	As per data sheets
JP113	15mm - 50mm	CARBON STEEL FEMALE BSP	As per data sheets
JP114	15mm - 50mm	STAINLESS STEEL FEMALE BSP	As per data sheets
JP115	15mm - 50mm	FIXED STAINLESS STEEL BARREL NIPPLE BSPT	As per data sheets
JP116VS	50mm - 200mm	VAN STONE SWIVEL FLANGES NP16	As per data sheets
JP503	50mm - 150mm	FLANGED NP10	As per data sheets
JP603	50mm - 150mm	FLANGED NP16	As per data sheets