

Returns

My goods arrived damaged, what should I do?

Please inform us by emailing info@strome.co.uk or calling the customer helpline as soon as possible if the items you have received were damaged during transport. To help us identify your order quickly, please have your Order Reference number handy when calling. In order for us to arrange a collection the goods need to be repacked with their original packaging.

Once we have received the goods we will carry out an inspection and replace or refund as necessary.

We are only able to accept returns of damaged goods if you inform us within 24 hours of receiving them.

How do I return a faulty Item?

With the exclusion of wear and tear and damage through mis-use, all of our products come with a manufacturer's warranty which covers faulty materials and faulty workmanship. The warranty varies depending on the product so please confirm in advance each warranty.

Should you wish to make a claim please email info@strome.co.uk or call our customer helpline on the above number. Please have your Order Reference number handy when calling as this will enable us to identify the order quickly. You will need to return the goods to us in their original packaging, packed suitably for the courier you have chosen to use. If we receive goods in a poorly packed state, we will be unable to offer a refund.

Once we have received the returned item we shall carry out a full inspection. If it can be repaired this will be done free of charge. If it cannot, we will then make the decision of refunding or replacing as required.

I have received an incorrect item, what should I do?

In the unlikely event that we have sent the wrong item or items to you, please call the customer helpline on the above number (it is helpful to have your Order Reference number to hand when calling). We will then arrange a suitable date to collect the incorrect item and also redeliver the correct item. If we have supplied an incorrect item please accept our sincere apologies for any inconvenience caused.

All other returns

To return goods for any reason within 28 days please call or email info@strome.co.uk to request a returns authorisation number, which should be displayed on the parcel. Goods without a returns authorisation number will not be accepted. A full description of the fault/reason for return should be included in the parcel. All returns should be shipped via a traceable method.

Once returns have been received by use and confirmed refunds shall be made within 30days.

