

RETURN POLICY

Code 11 Caravans and Motorhomes Ltd wants you to be completely satisfied with your purchase. If for any reason you are not satisfied, we will gladly accept returns for refund or merchandise credit under the following terms and conditions:

1. ITEM CONDITION. Unless an item is being returned because it was damaged or defective upon receipt, item(s) to be returned (select one):

- must be in new, unused, and saleable condition with tags attached.
- may be "open box" but must be complete and all original packaging intact.
- may be in any condition

2. FORM OF PAYMENT. For returned items, refunds will be issued (select one):

- in the original form of payment.
- as store credit only.

3. EXCLUDED ITEMS. All items, with the exception of the following, are eligible for return (select those that apply):

- Clearance Items
- Final sale Items
- Perishable
- Special-order items
- Custom-made products
- ~~Gift cards~~
- Other: [OTHER ITEMS IF ANY]

4. IN-STORE RETURNS. Returns are accepted within 14 days of the original purchase with a valid receipt or proof of purchase.

5. ONLINE RETURNS. For items purchased online, returns are accepted within 14 days of the delivery date. To initiate a return, please contact us at [WEB ADDRESS OR LINK] or email code11@outlook.com to obtain a return authorization. Please include your original order number and reason for the return. Returns that are shipped without authorization may not be accepted. Please allow up to 7 business days for your refund to be processed once your return is received.

6. RETURN SHIPPING. Return authorization for items shipped in error, or items that are being returned because they are defective or damaged, will include a pre-paid shipping label. Return shipping on items that are being returned for other reasons will be (select one):

- paid for by the customer.
- paid for by [NAME OF RETAILER].

7. RESTOCKING FEE. (select one)

- Restocking fees are not charged by this retailer.

8. OTHER TERMS AND CONDITIONS.

If you have any questions about this return policy, please contact us at:

Code 11 Caravans and Motorhomes Limited,
Unit 5 The Basket Works,
178 Wakefield Road,
Ossett, WF5 9AQ

Code11@Outlook.com