Faulty Goods Return Procedure

All Faulty Goods must be returned before credit can be given

Toughsheet Building Products Frank Mercer & Sons Ltd, Chequerbent Works, Manchester Road, Westhoughton, Bolton BL5 3JF

**email:** [Sales@toughsheet.co.uk](mailto:Sales@toughsheet.co.uk) **tel:** +44 (0) 1942 841 111

If the goods have damaged packaging on the pallet. The whole pallet should be returned for replacement

If odd rolls are said to be faulty and are not easily returnable. An A4 piece should be cut from the roll identifying the fault and the white operator identification label should be affixed. This should then be posted back to us.

We are attempting to correct any problems on batches and without this information we are unable to stop similar events happening again.

We are committed to zero tolerance on defective material. Please help us to this end.

D Mercer

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